

CHAPTER 1: CONTINUOUS QUALITY IMPROVEMENT (CQI)

OUTCOME STATEMENT: Utilize on an on-going basis a quality review process that accurately measures processing performance in a way that creates a perpetual self-diagnostic and self-fixing process.

Table of Contents

Federal

- SNAP Timeliness: Slide 6
- SNAP Actives: Slide 7
- SNAP CAPERS: Slide 9

SNAP

- Timeliness: Slide 18
- Accuracy: Slide 26

Child Care

- Accuracy: Slide 43

ADC

- Accuracy: Slide 59

LIHEAP

- Accuracy: Slide 73

AABD

- Accuracy: Slide 83

Quality Control Unit Overview

- QC Unit is managed by Public Health
- QC reviews Active and CAPERS Findings
- QC Specialist review cases based on state and federal regulations
- After the QC Specialist completes their review, it is re-reviewed by the QC-Payment Accuracy Specialist.
- A subsample of each month's cases are reviewed by FNS.
- SNAP actions that are reviewed by QC and the QC-PAS are:
 - SNAP Active-are reviews of the accuracy of the dollar amount each household is receiving.
 - SNAP CAPERS- are reviews of the processing status for which households were denied or terminated.
 - SNAP Timeliness- are reviews to determine if the household received the SNAP benefits in a timely manner.

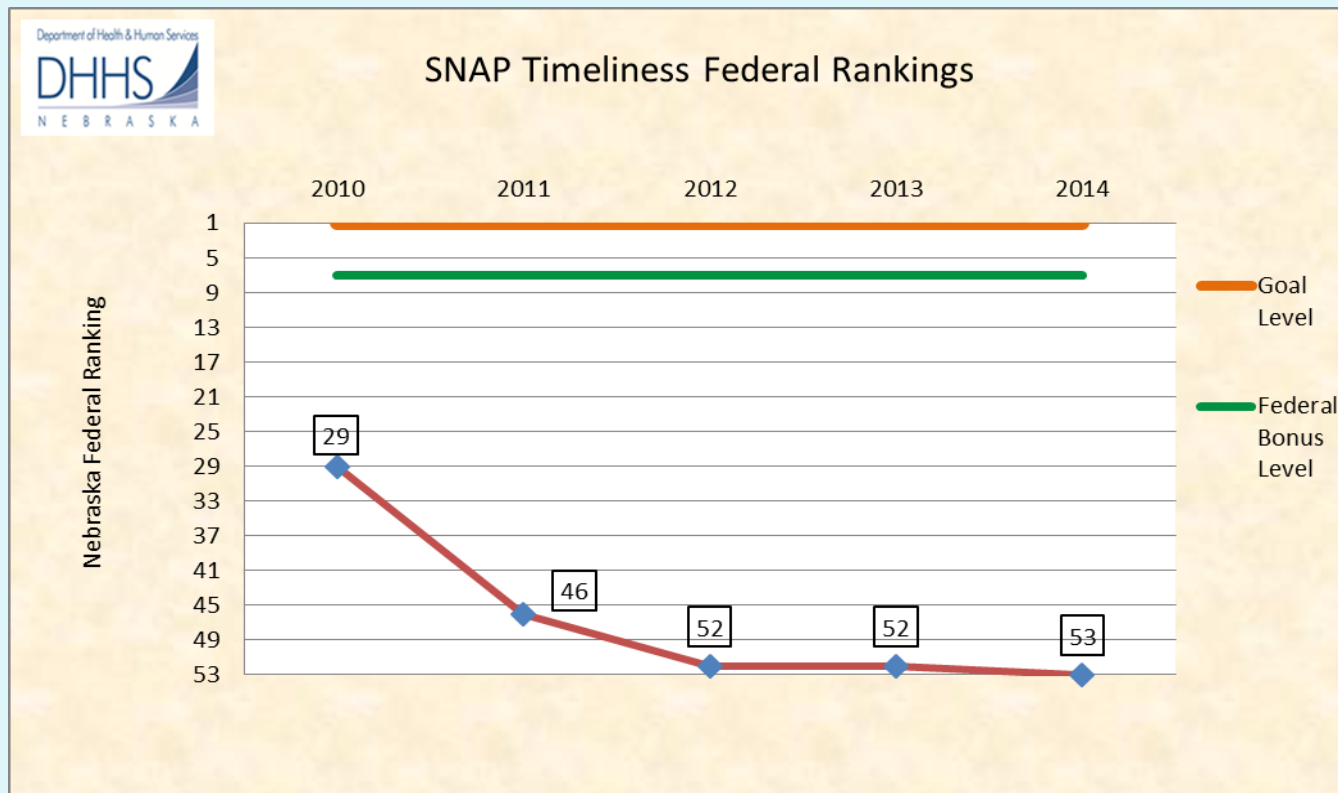
Program Accuracy Unit

- PAS Unit is managed by Children and Family Services.
- PAS determine if proper procedures and policy were used to continue or establish eligibility, review documents and case files, and conduct Targeted Reviews to determine where errors or breakdowns are occurring.
- PAS create Weekly R.E.Ps (Recap of Essential Policy and Procedures), Captivate Videos and Quizzes that are shared with the field.
 - **The most current training materials are uploaded on SharePoint under Training Tools by Topic.**
- PAS are now using the NEARS 3 program.
- PAS are reaching out to teams in all service areas to offer support when needed.
- Programs PAS review:
 - Supplemental Nutrition Assistance Program (SNAP)
 - SNAP Timeliness
 - Child Care
 - Aid to Dependent Children (ADC)
 - Assistance to Aged, Blind, or Disabled Payment (AABD)
 - Low-Income Home Energy Assistance Program (LIHEAP)
 - Social Services for Aged and Disabled (SSAD)
- PAS review the following Functions:
 - Interviewing
 - Processing
 - Change Management
 - Phone Observations

CHAPTER 2: FEDERAL REPORTING

Goal Statement: Continually meet or exceed Federal Guidelines with the goal to optimize quality and realize Federal Bonus Funds

Goal Statement: SNAP timeliness will move towards the goal of being ranked #1 which will ensure that households will receive accurate benefits within 7 days upon receipt of application for Expedite households and by 30 days upon receipt of application for Non-Expedited households.



The above chart: Fiscal Year 2014 – Ranking covers the time period October 2013 to March 2014.

Most Current Information Updated: 8/2014.

Timeliness Rankings are released Quarterly.

Timeliness: measured from application receipt date for when benefits are administered and in the customers hands.

Active Findings

Strengths/Accomplishments:

Action Items:

Barriers:

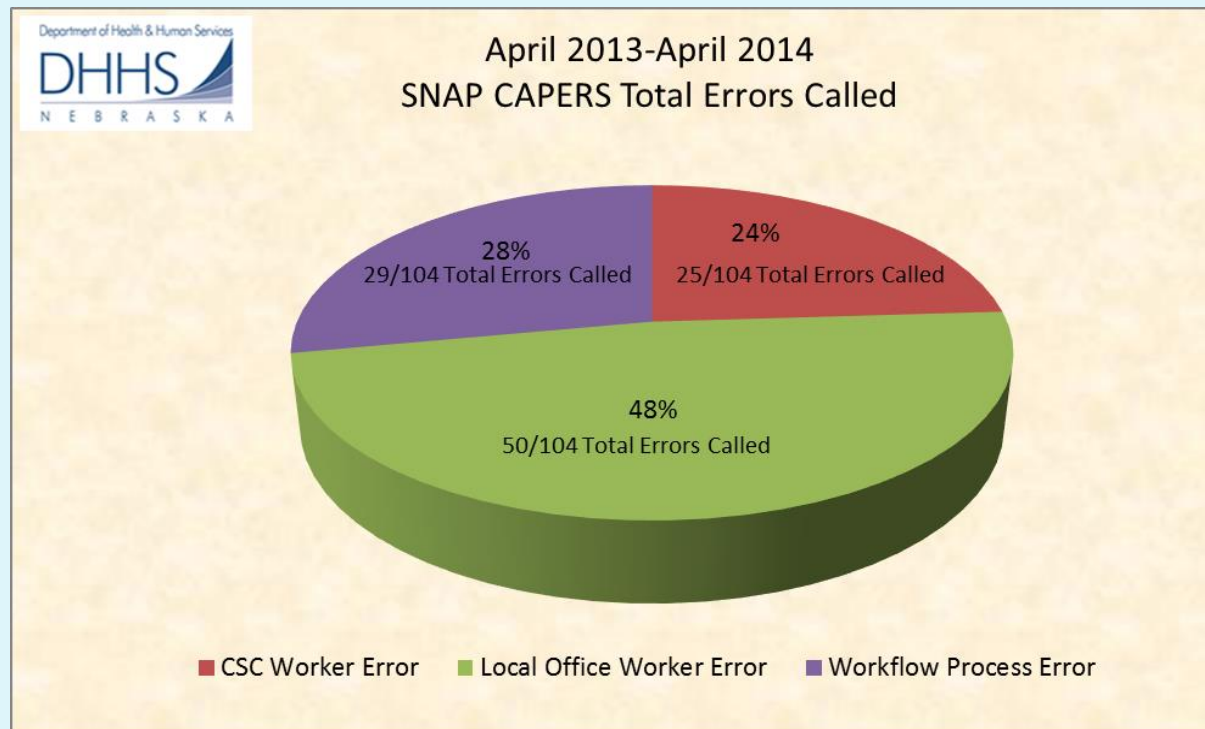
Goal Statement: The accuracy of SNAP Active cases will move towards the goal of 100% correctness on the SNAP amount each household is receiving.



The above chart: Is measured in dollars for the percentage errors and is showing a comparison of Active Error rankings for 4/2013 to 3/2014.

Updated:9/2014.

Active Errors



CSC Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly – 7
Unearned Income not updated/budgeted incorrectly – 5
Household Composition Incorrect – 4

Local Office Most Frequently Cited Errors

Earned Income not updated/budgeted incorrectly – 6
Unearned Income not updated/budgeted incorrectly – 5
Shelter/Utility Expenses not updated/incorrect used in budgets - 3

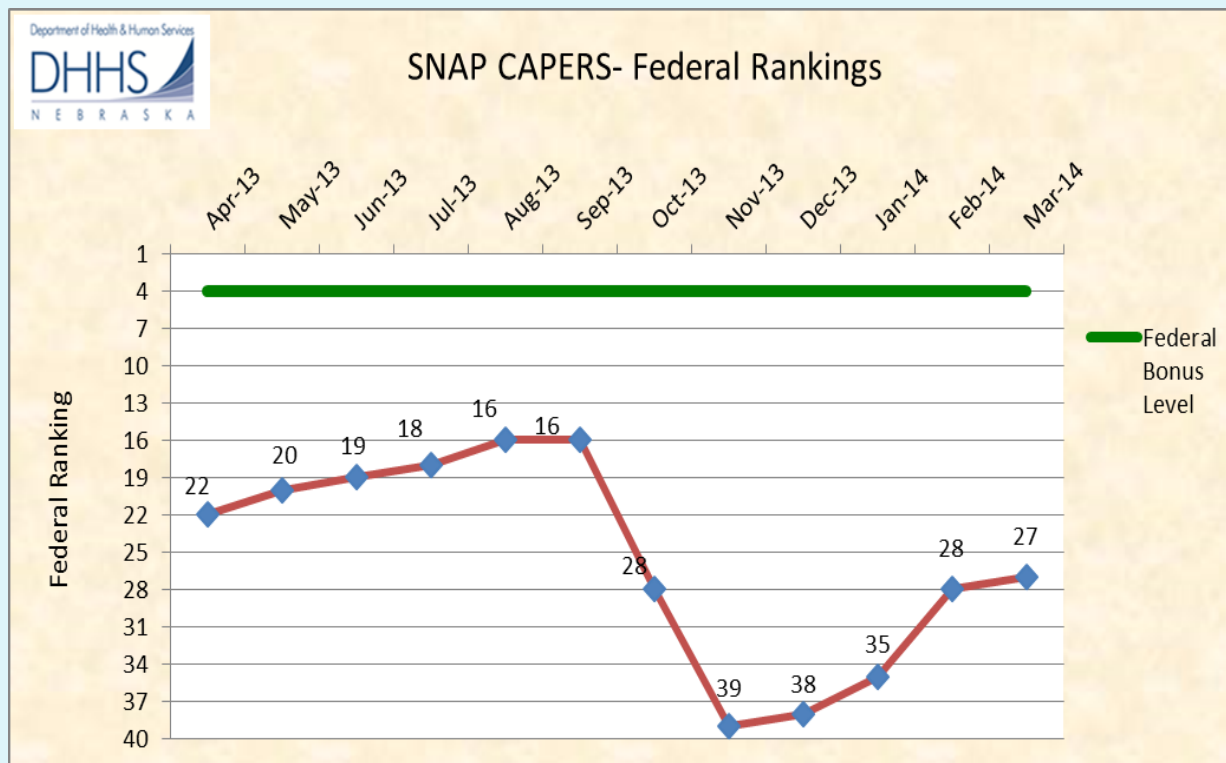
The above chart and cited information: Represents where the Active Errors occurred and the top errors found.

CAPERS Findings

Strengths/Accomplishments:

Barriers:

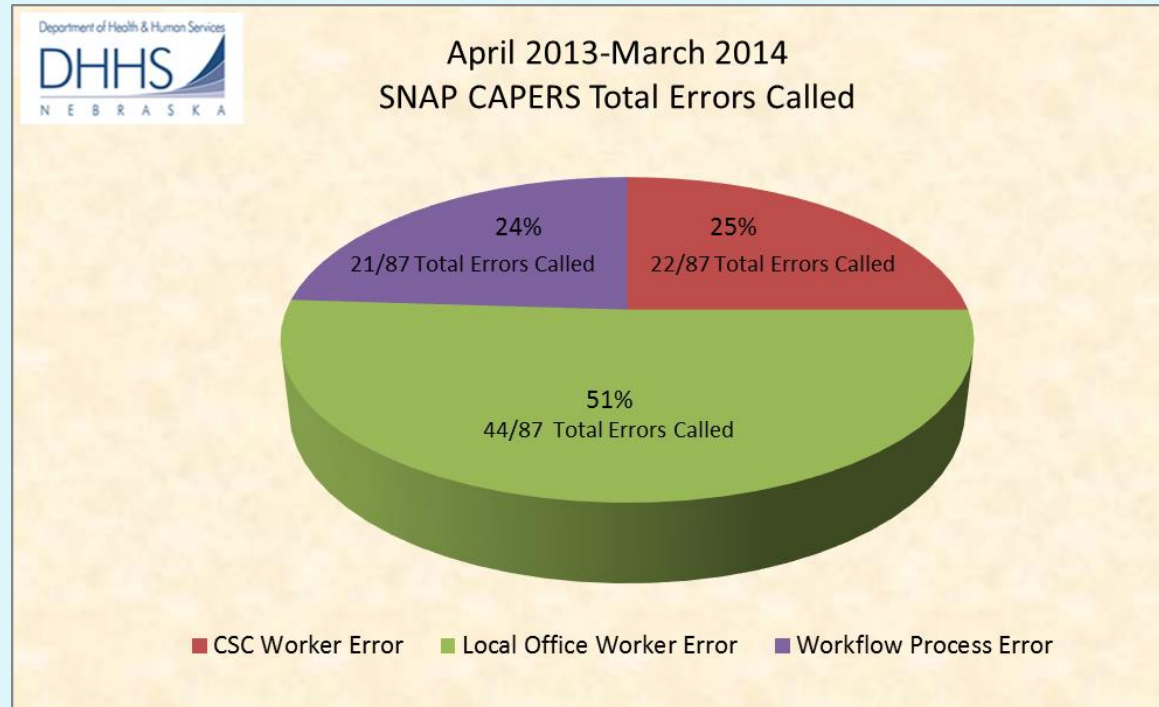
Goal Statement: The accuracy of SNAP CAPERS cases will move towards the goal of 100% correctness on the processing status for which households are denied or terminated.



The above chart: Shows a comparison of CAPERS rankings for 4/2013 to 3/2014.

Updated:9/2014.

CAPERS



Local Office Most Frequently Cited Errors

Case denied untimely for failure to provide after day 30 – 13

Incorrect denial - agency delay interview scheduled untimely – 8

Incorrect denial due before day 30, missed interview/incorrect address used – 4

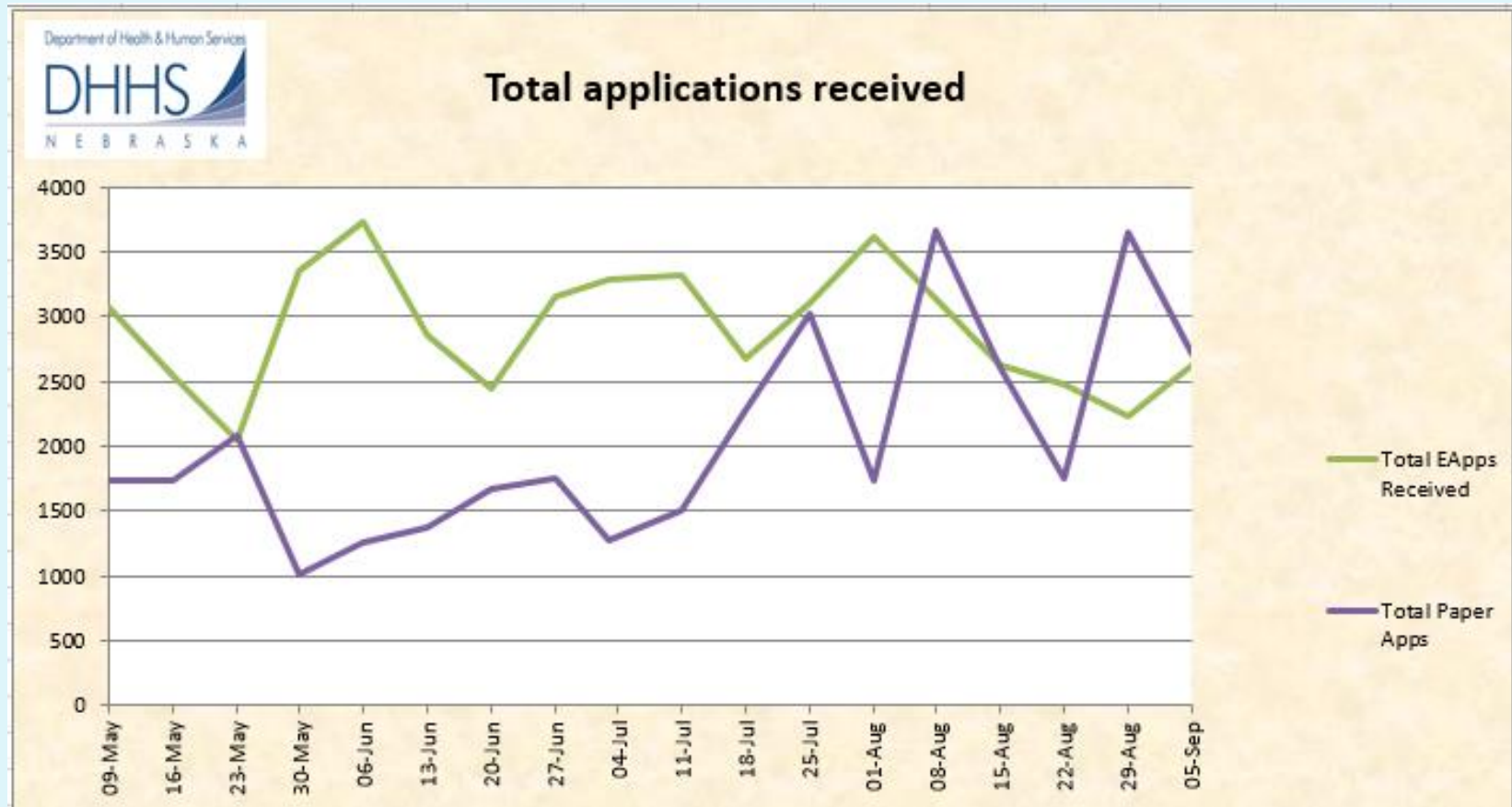
The above chart and cited information: Represents where the CAPERS occurred and the top errors found.

CHAPTER 3: STATE REPORTING

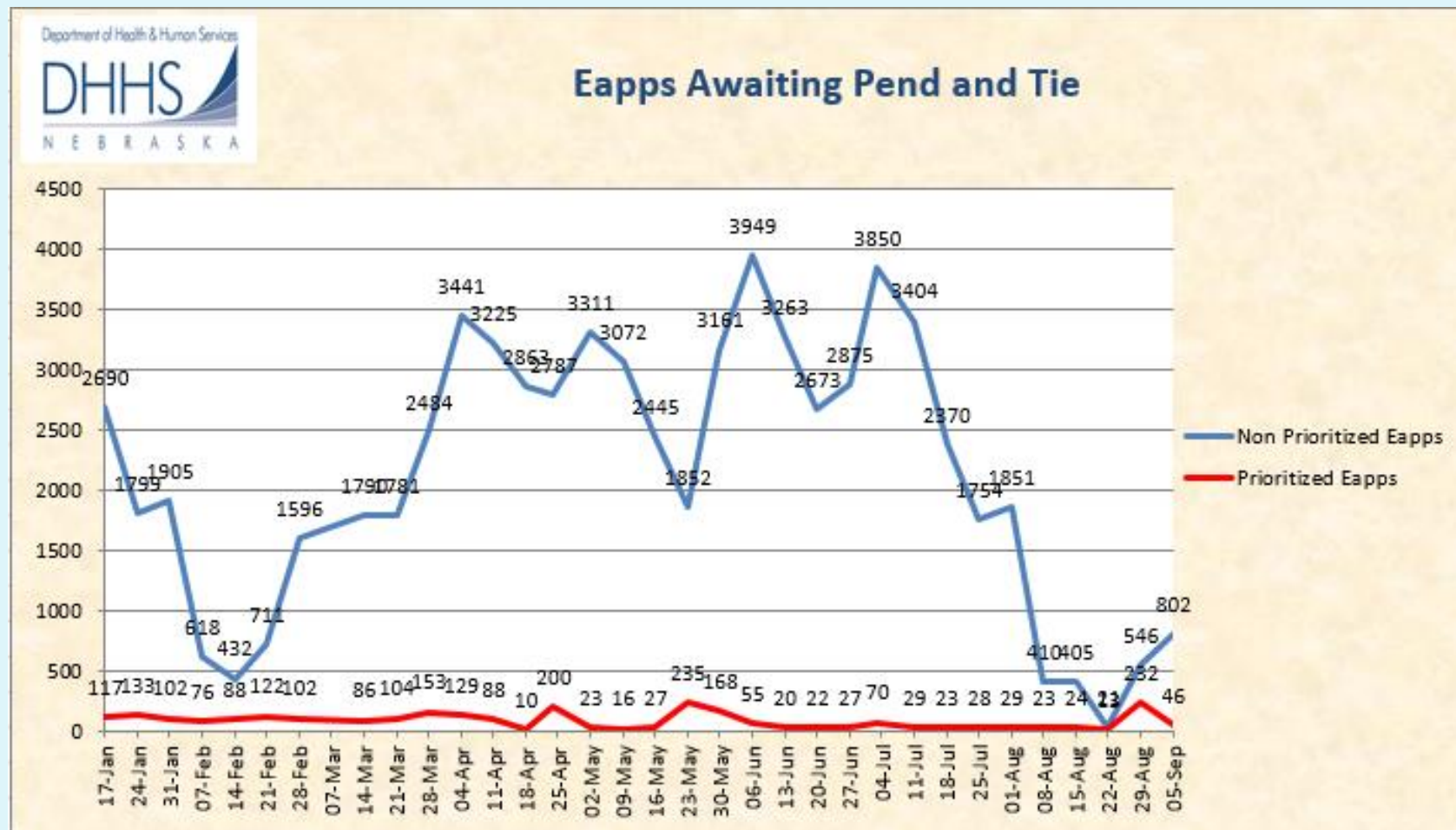
Outcome Statement: Children and Family Services Economic Assistance Constituents will receive services in a timely manner and will be processed according to State and Federal Guidelines.

Goal Statement: Continually review completed cases, then measure and report CFS processing performance.

Total Applications Received

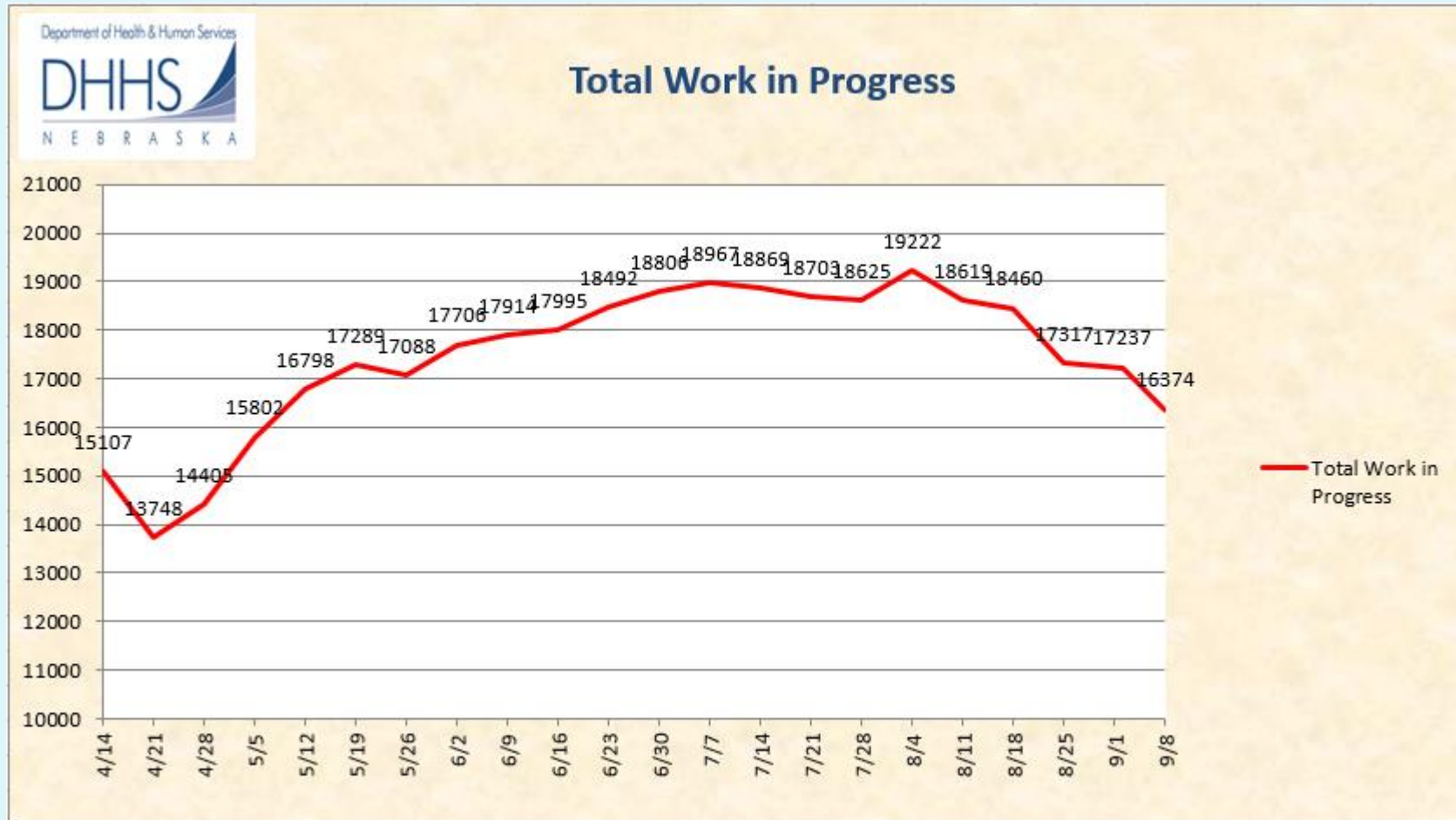


Electronic Applications to be Tied



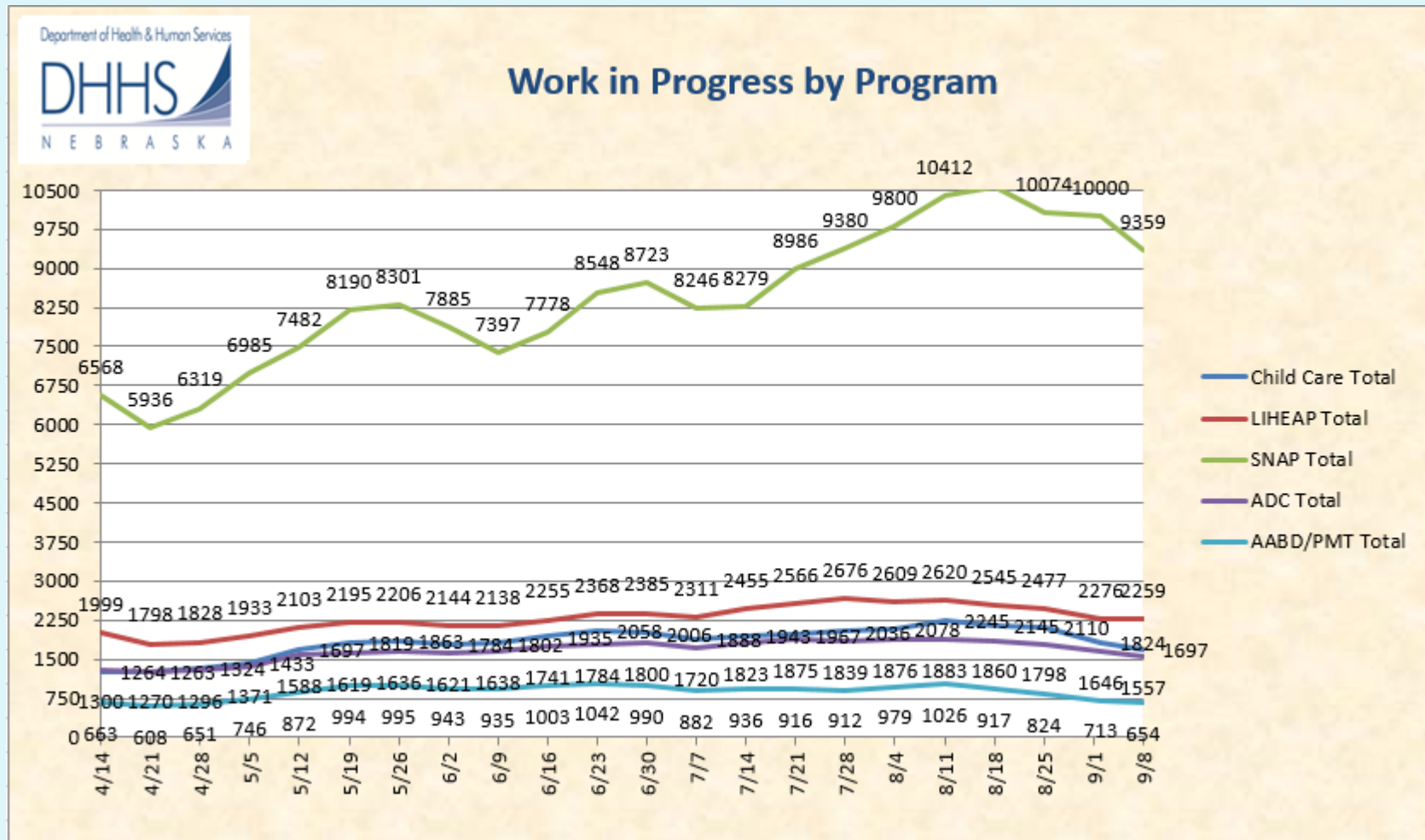
Total Work in Progress

Definition: Total Work in Progress is defined as the total number of Program Cases that are in Pending status plus the total number of applications that are in the app management queue.



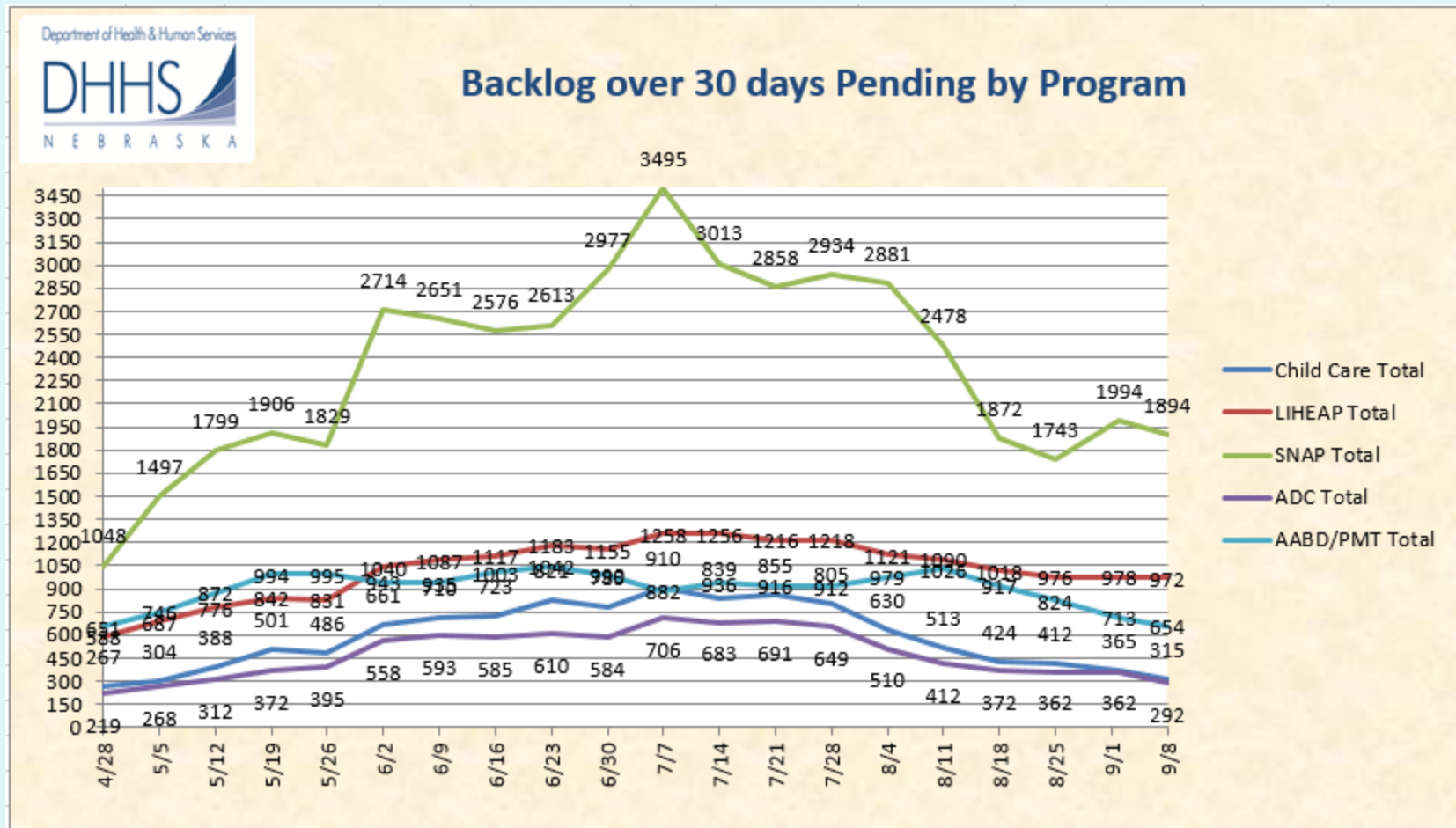
Work in Progress by Programs

Definition: Work in Progress by Programs is defined as the total number of Programs that are in Pending status. Each program is represented as a line on the chart.



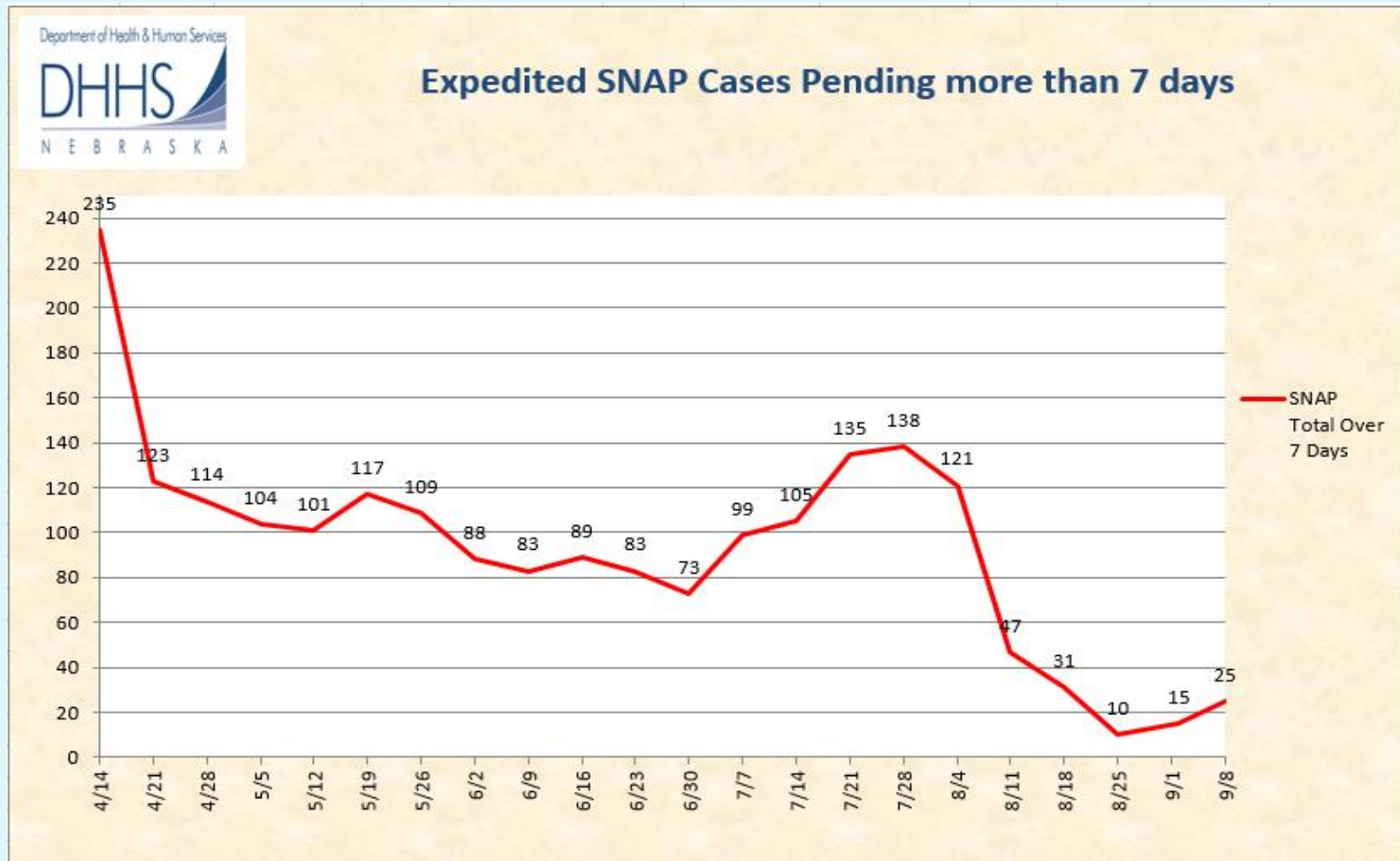
Backlog of Pending Program Cases over 30 days

Definition: Backlog of Pending Program Cases over 30 days is defined as the total number of Program Cases that are in Pending status over 30 days from their application received date. 30 days pending may not mean that the case is untimely depending on program. Each program is represented as a line on the chart.

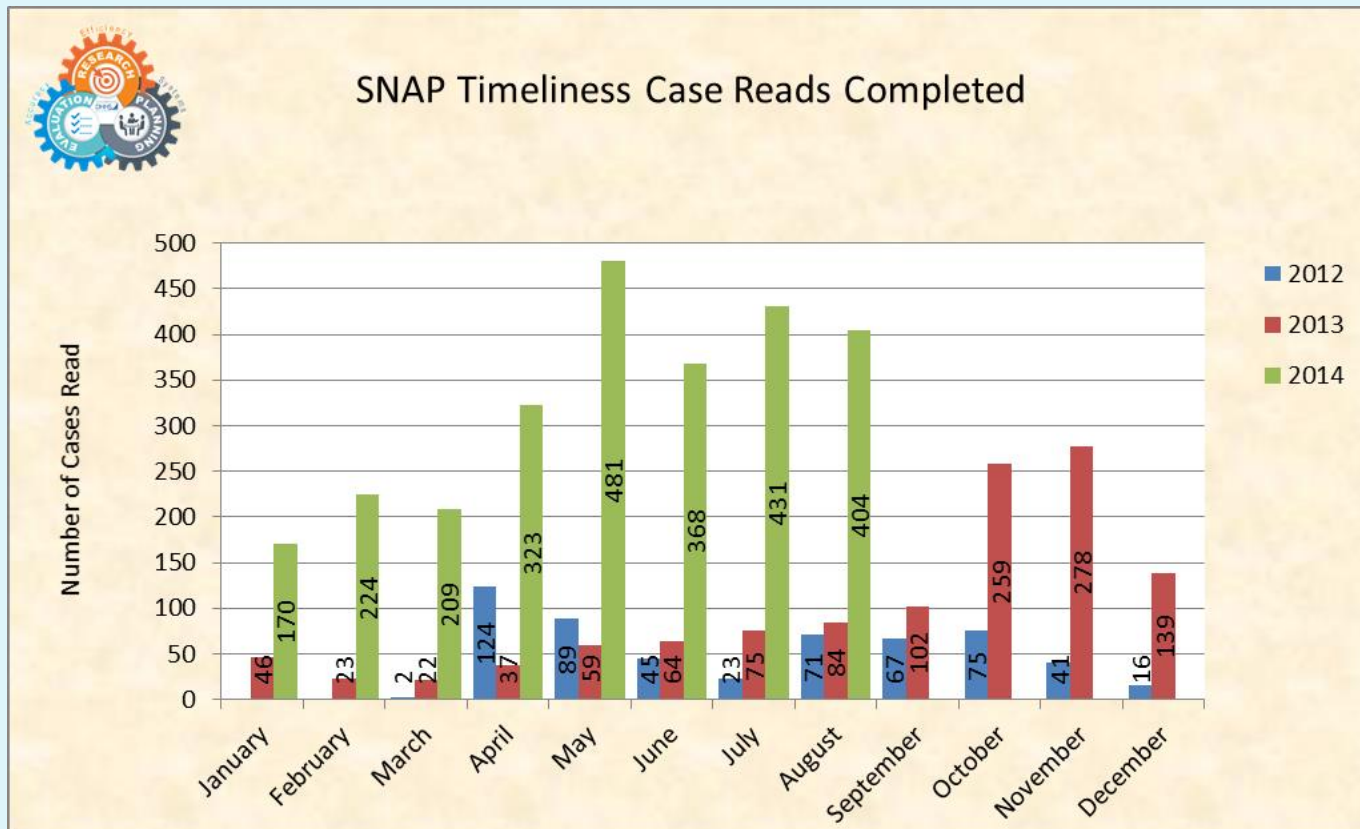


Backlog of Program Cases

Definition: Backlog of Expedited SNAP cases Pending more than 7 days is defined as the total number of SNAP Program cases that have been screened as Expedited and are in Pending status over 7 days from their application received date.



SNAP Timeliness Case Reads



SNAP: Timeliness

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment: 9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts: 8/18/2014

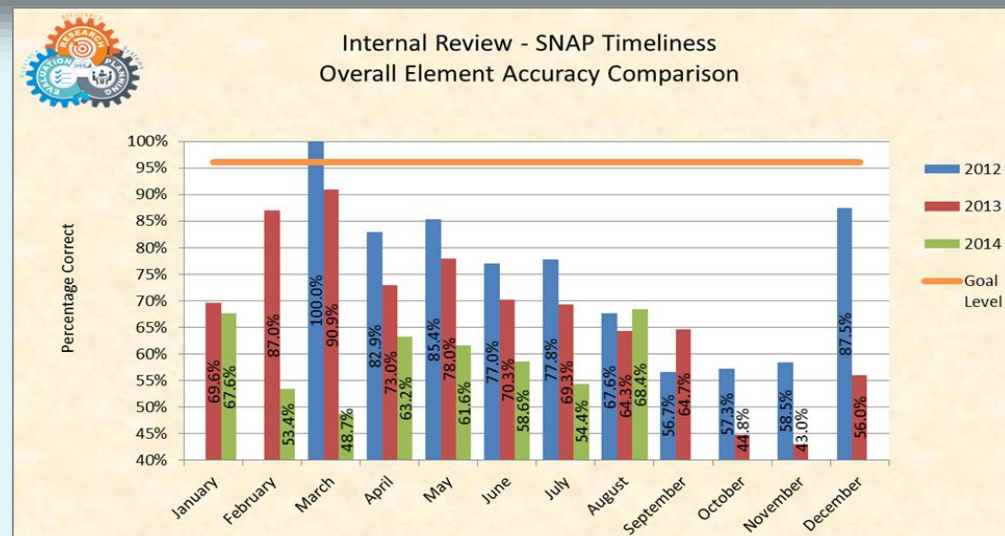
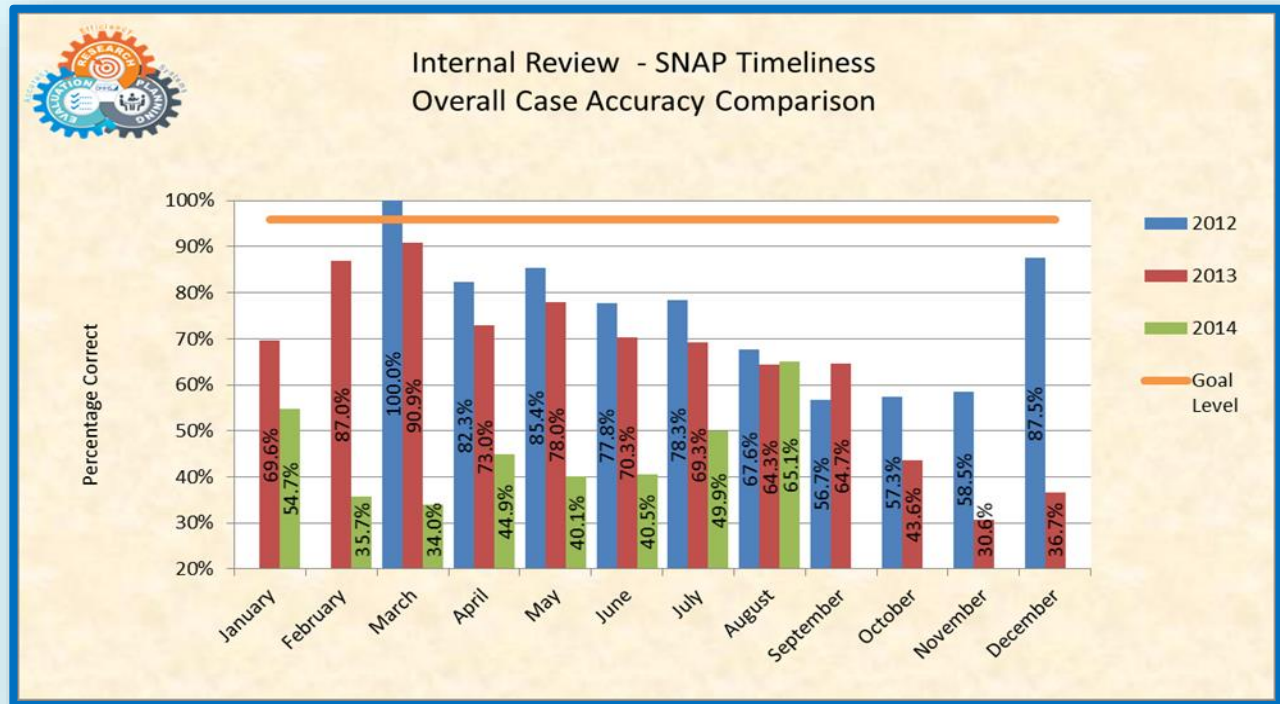
SCR:

Action Items:

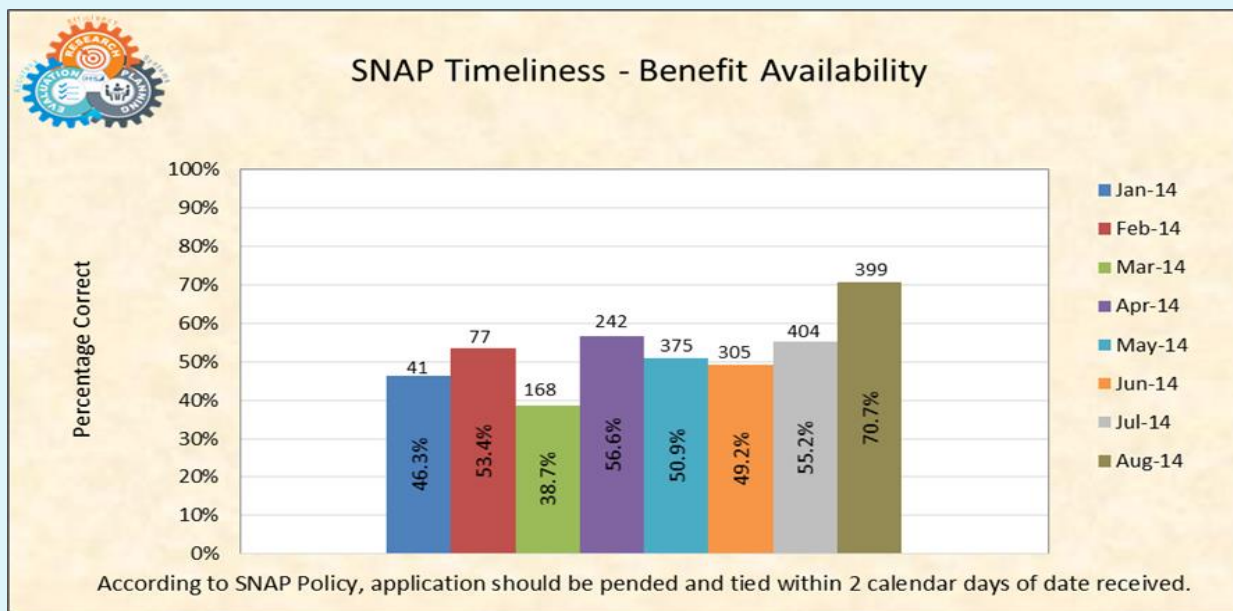
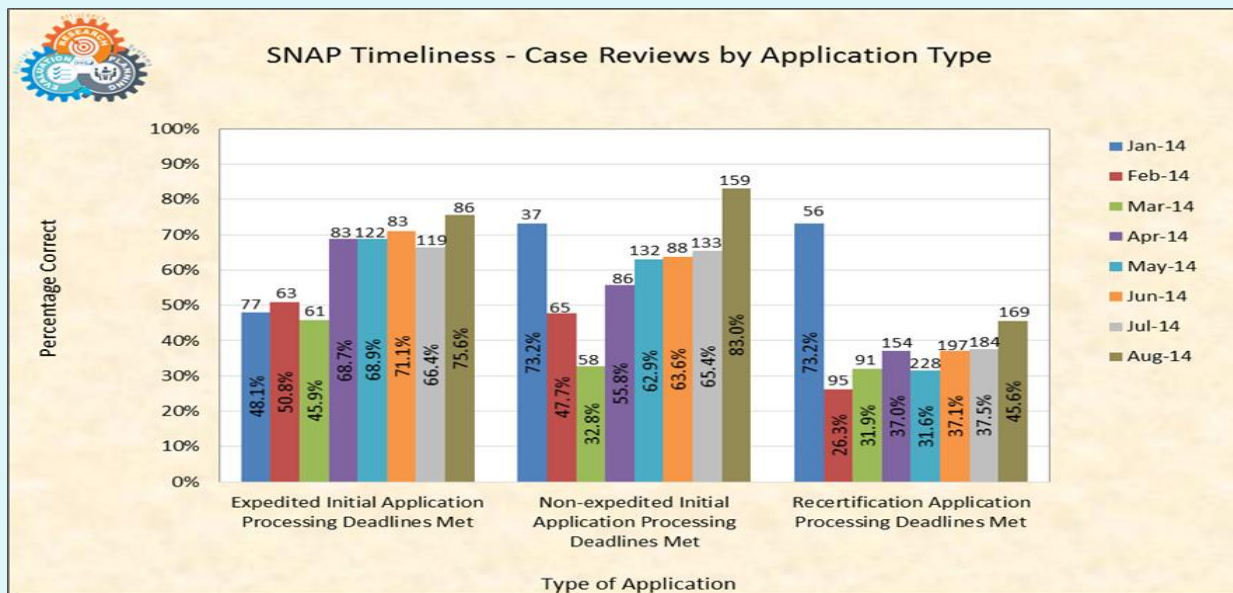
1. SCR 15527 for November will create a queue of pending cases that have not been assigned and then we will auto assign them.
2. SCR 10182 for November will allow clients to view VRs in real time.

Barriers:

Goal Statement: The SNAP program will move towards the goal of 96% accuracy on actions taken on all SNAP household cases.

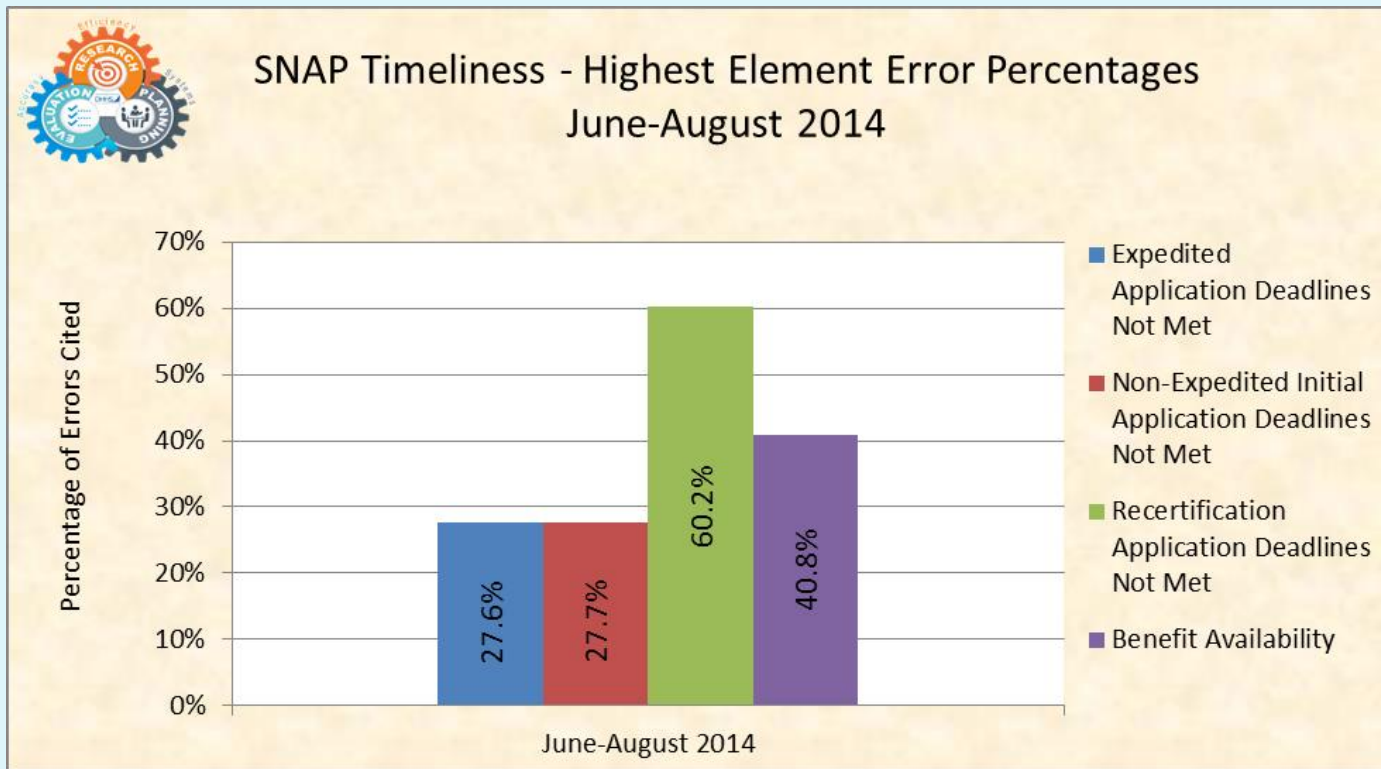


SNAP: Timeliness

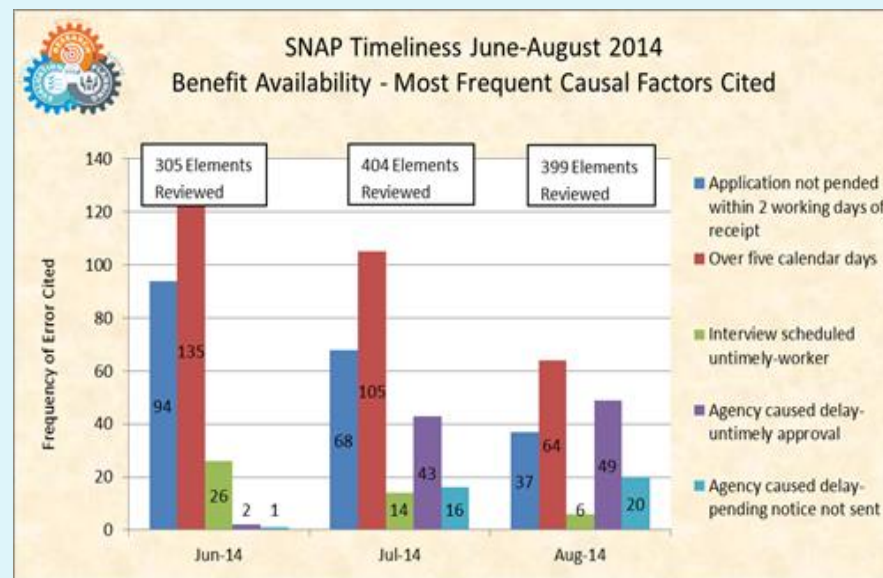
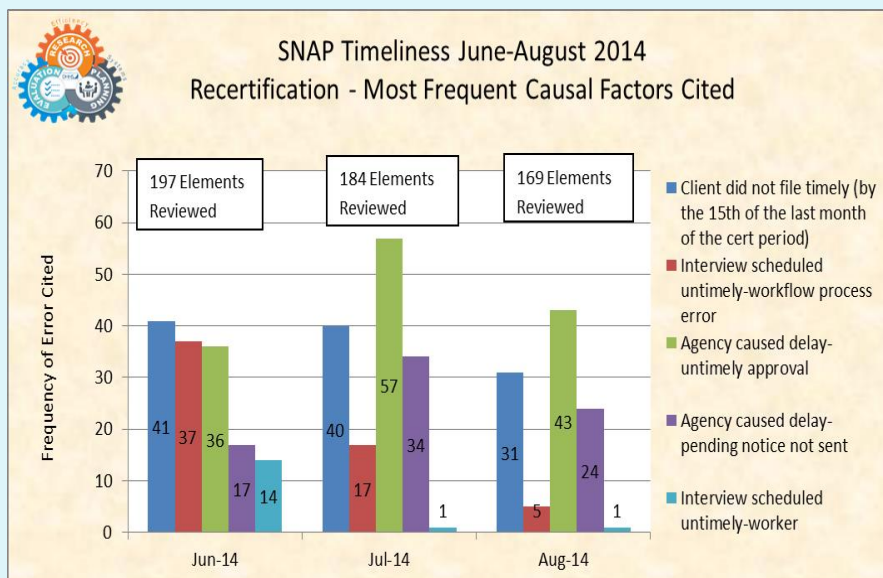
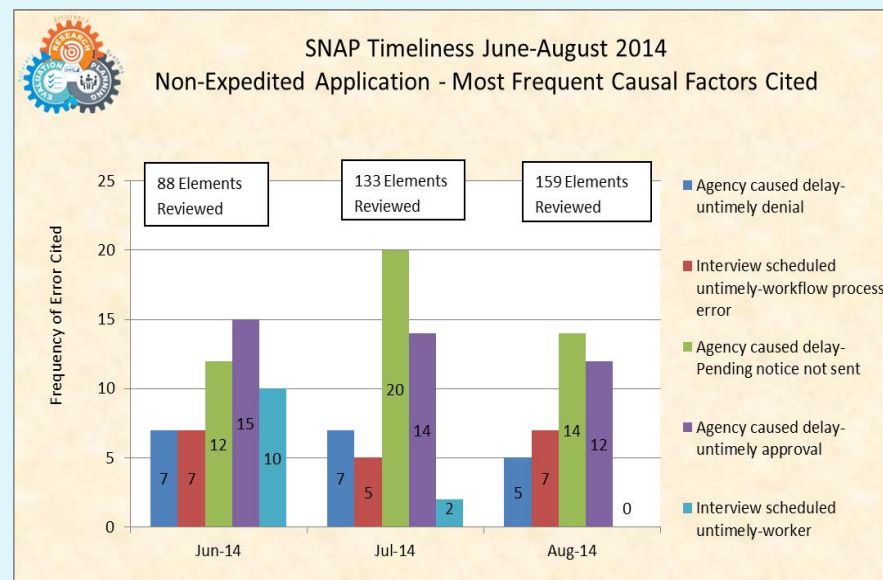
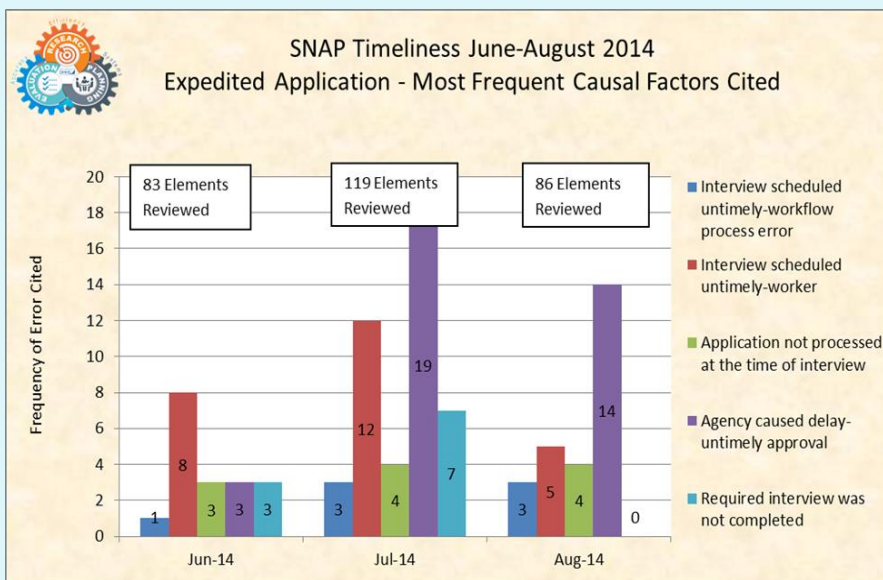


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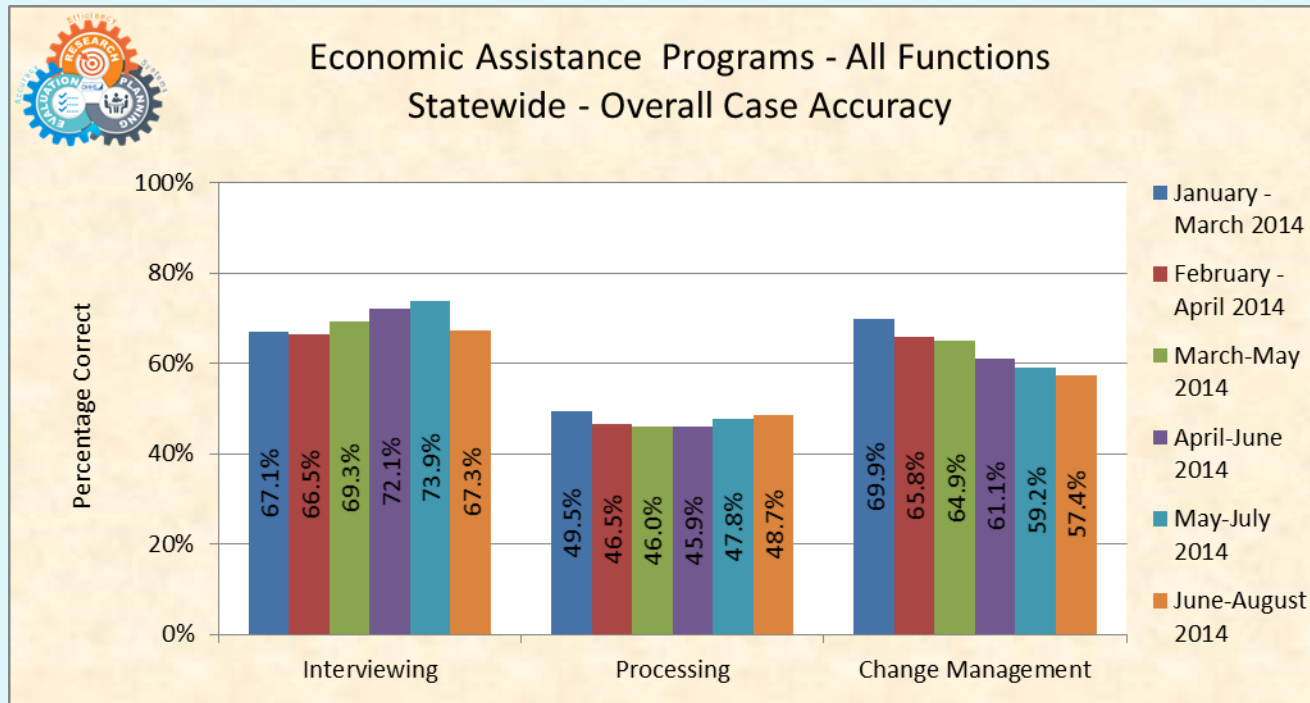
SNAP: Timeliness



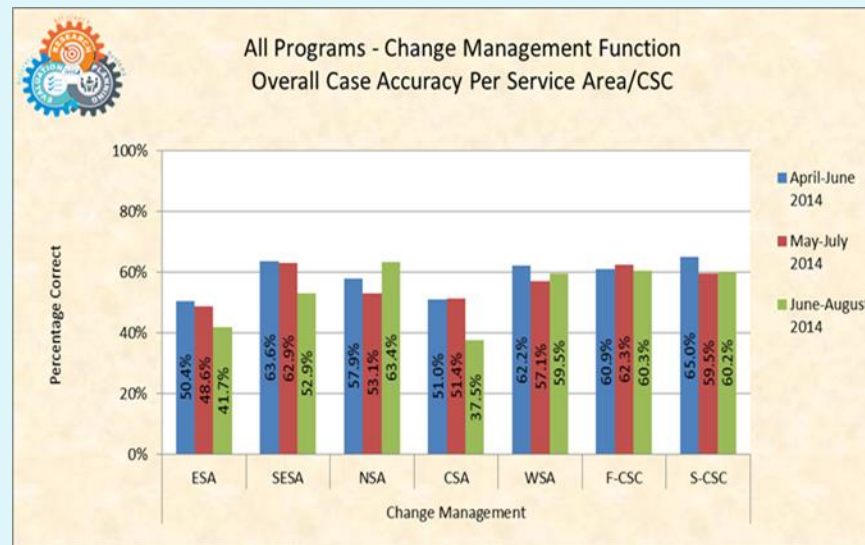
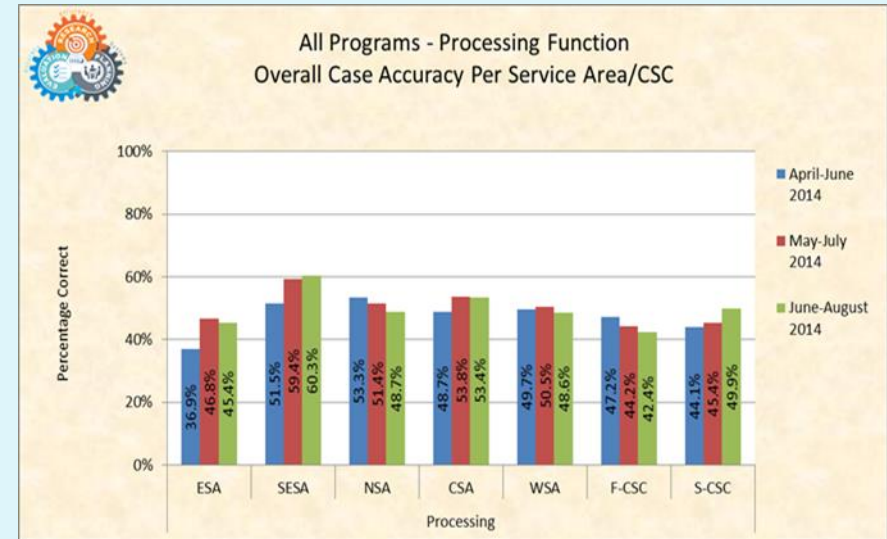
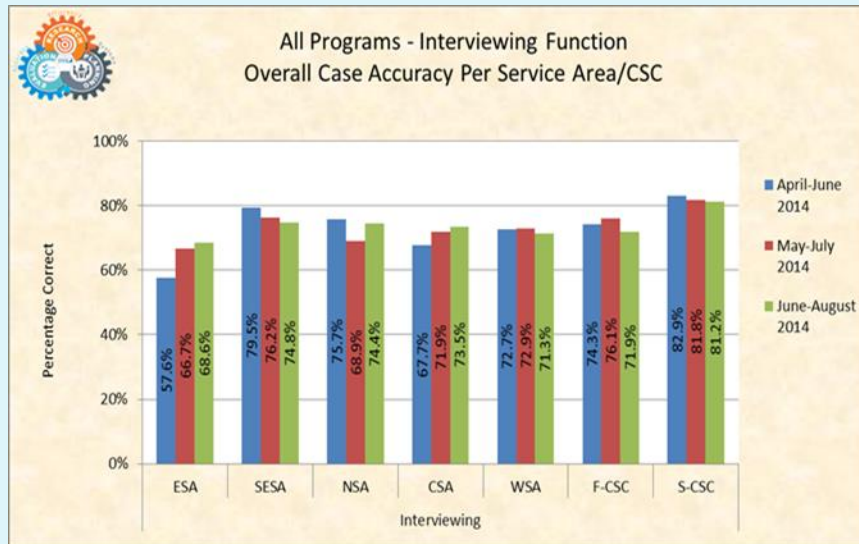
SNAP: Timeliness



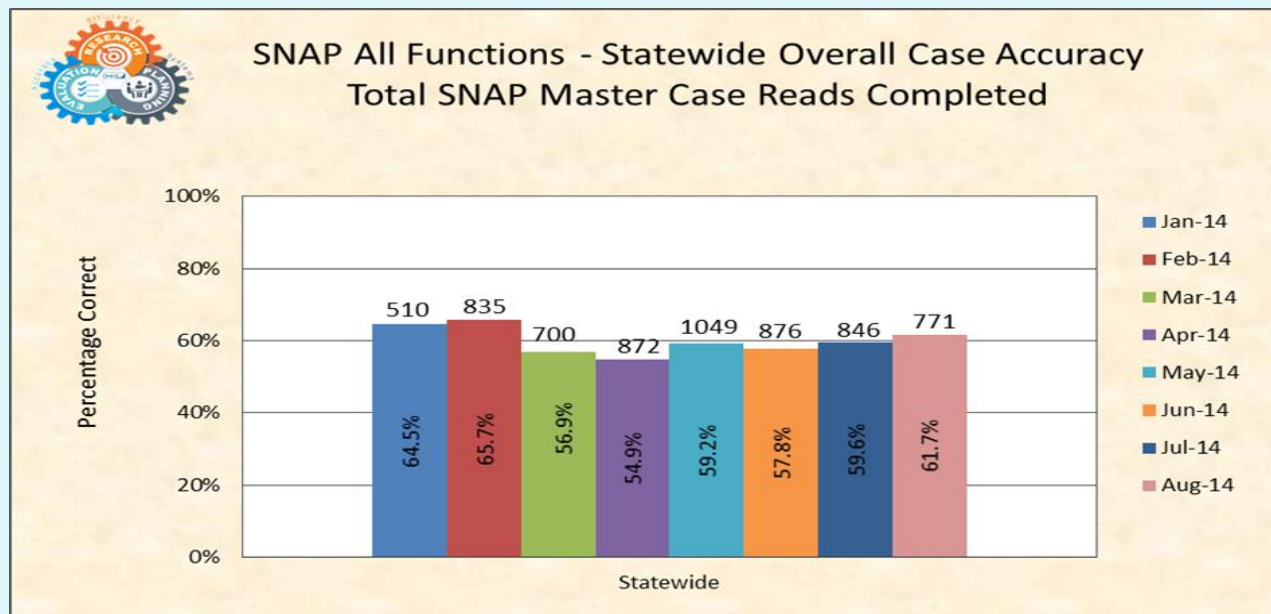
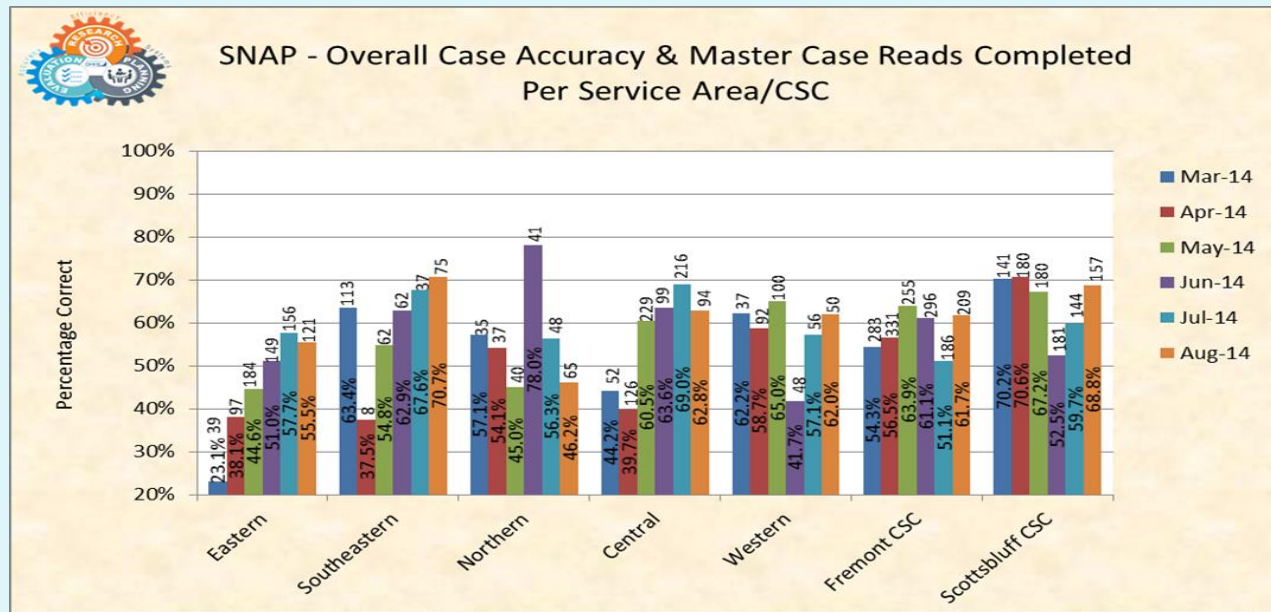
All Programs Reviewed



All Programs Reviewed

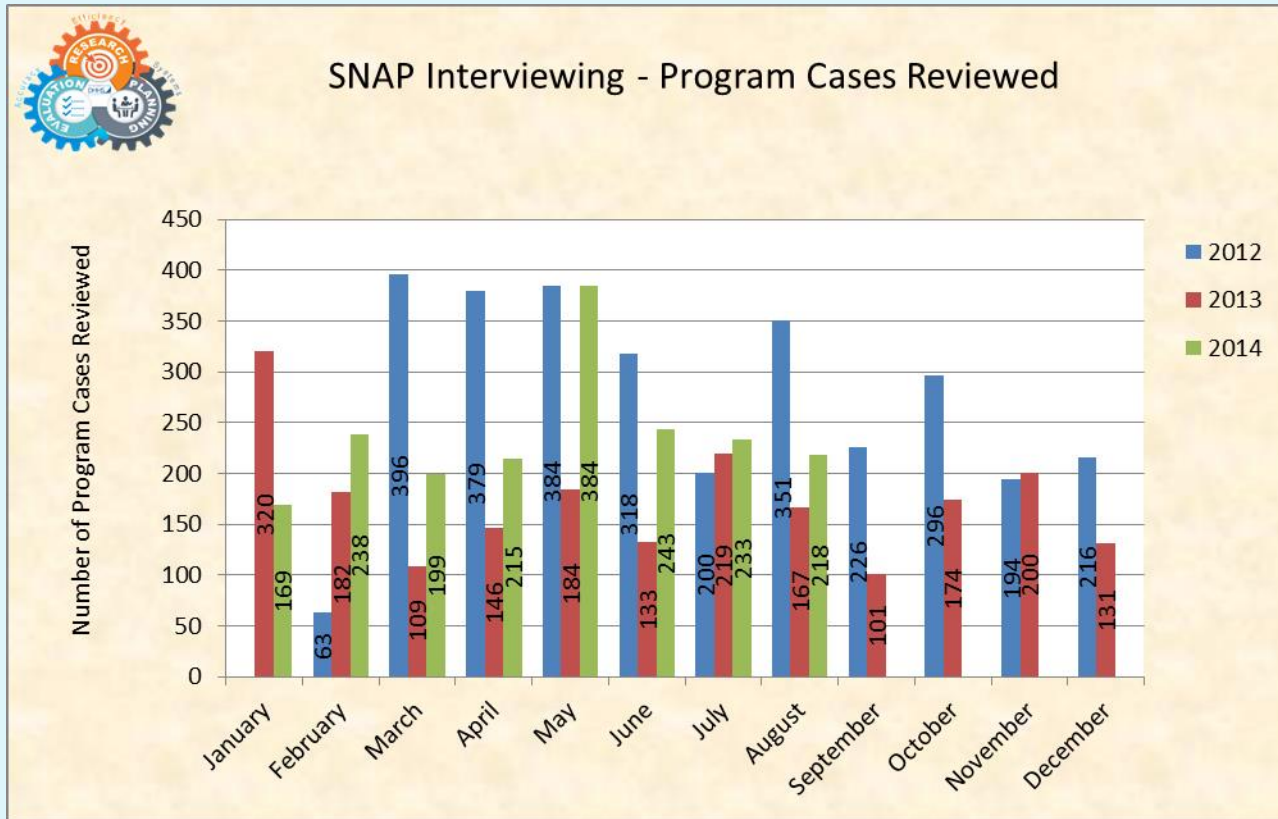


SNAP Accuracy



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SNAP Interviewing Program Case Reads



SNAP: Interviewing

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment: 9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts: 8/18/2014

SCR

1. SCR 13196 for November will automatically add the SUA expense after LIHEAP has been issued.
2. SCR 15666 for November the EA application will now require an account.
3. SCR 15052 for November will enhance the Interview Tracking window.

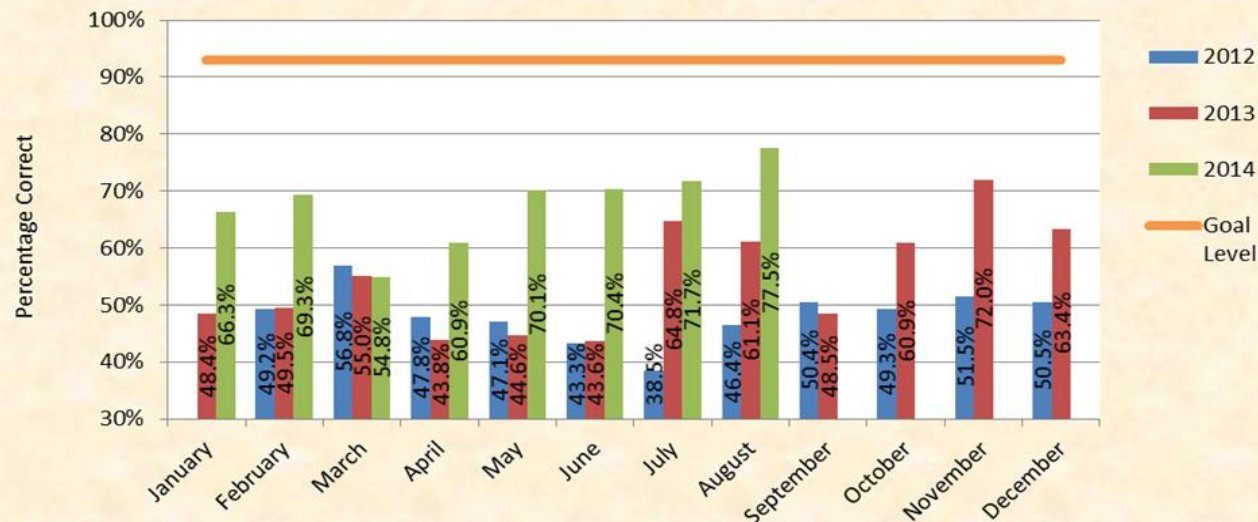
Action Items:

Barriers:

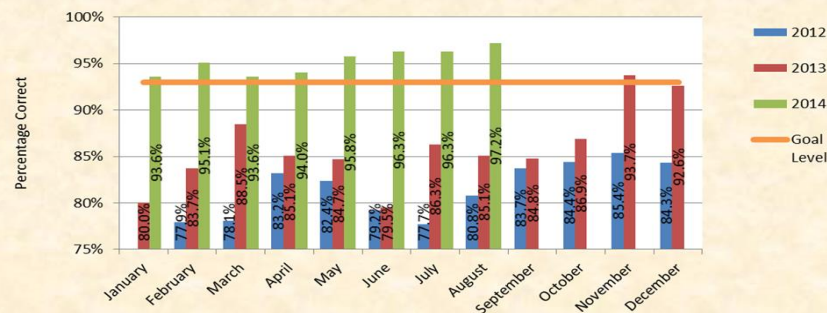
Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



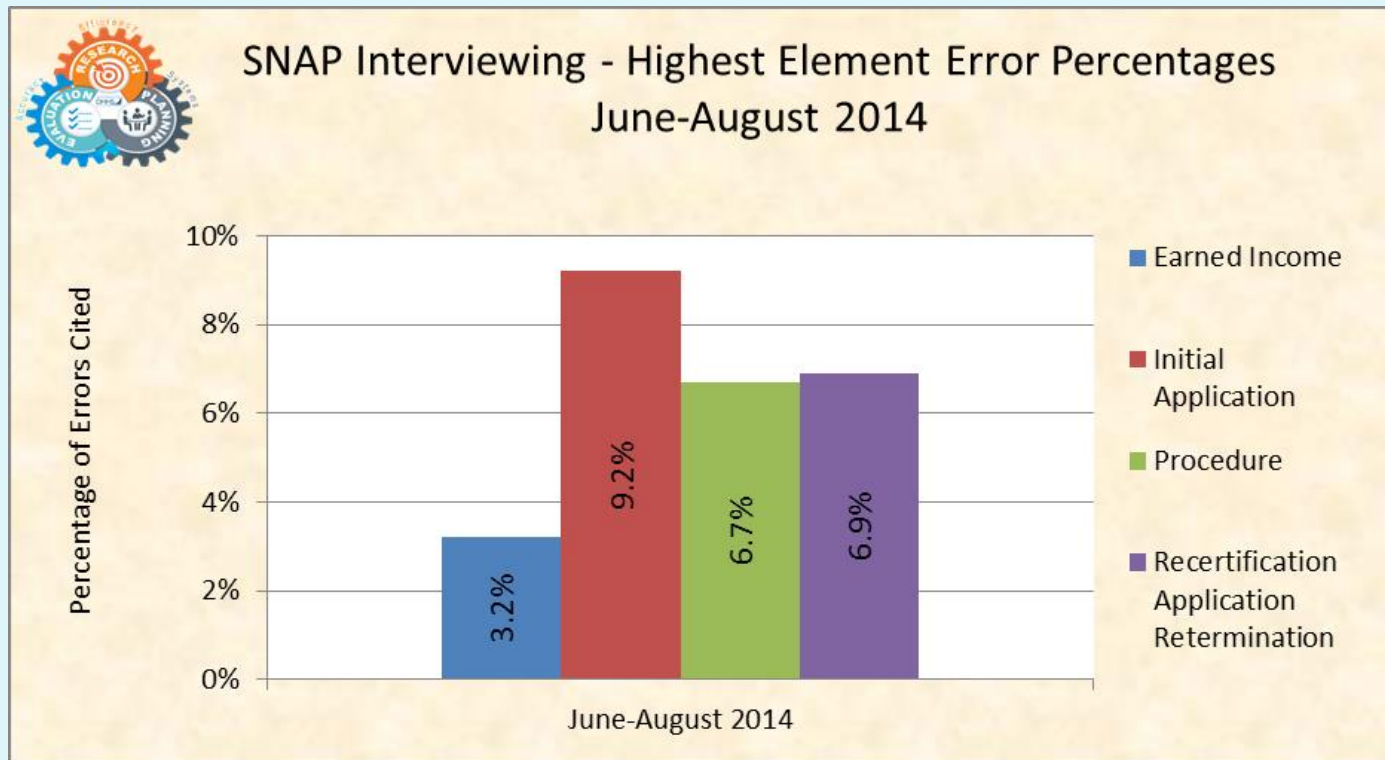
Internal Review - SNAP Interviewing Overall Case Accuracy Comparison



Internal Review - SNAP Interviewing Overall Element Accuracy Comparison

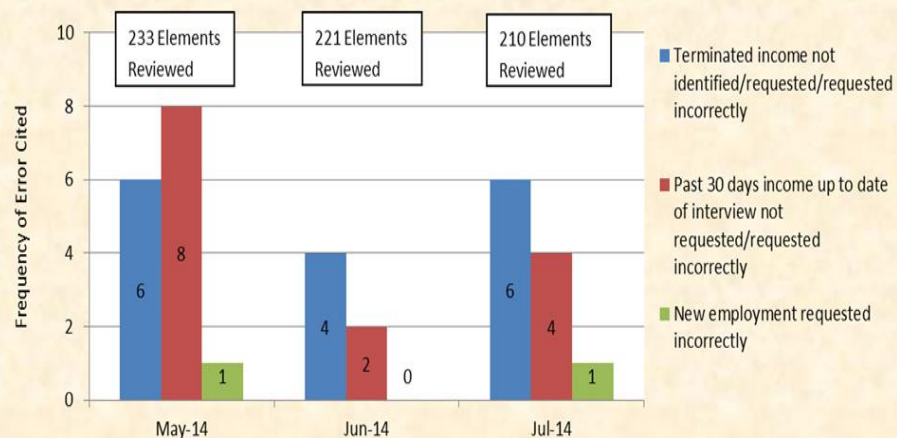


SNAP: Interviewing

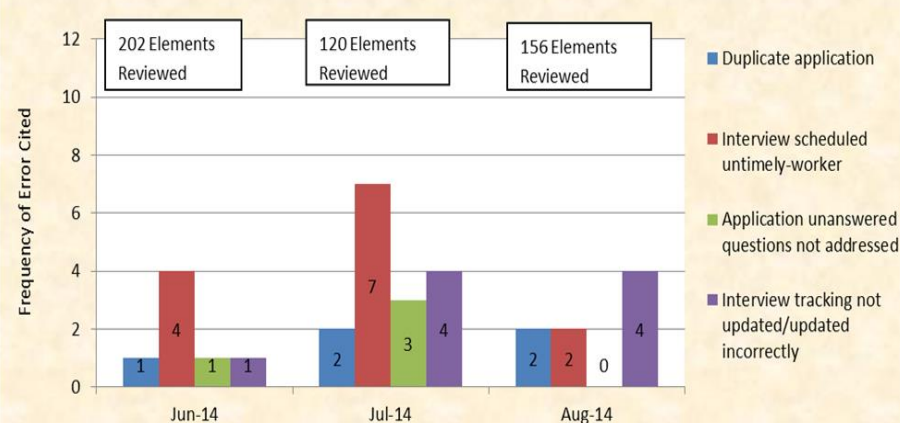


SNAP: Interviewing

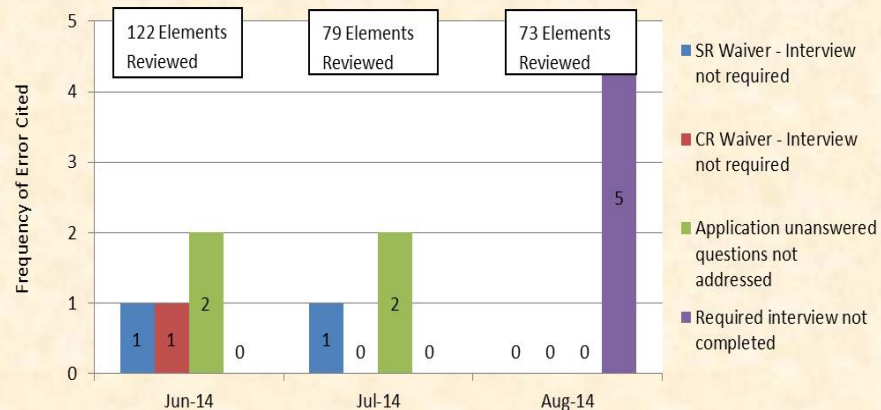
SNAP Interviewing June-August 2014
Earned Income - Most Frequent Causal Factors Cited



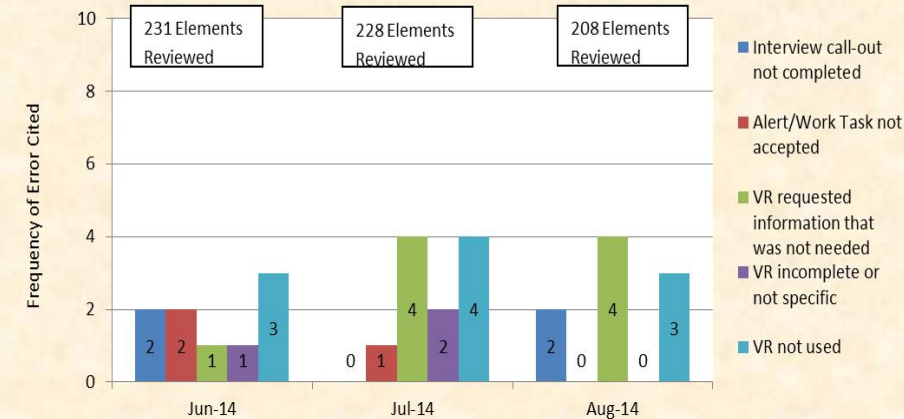
SNAP Interviewing June-August 2014
Initial Application - Most Frequent Causal Factors Cited



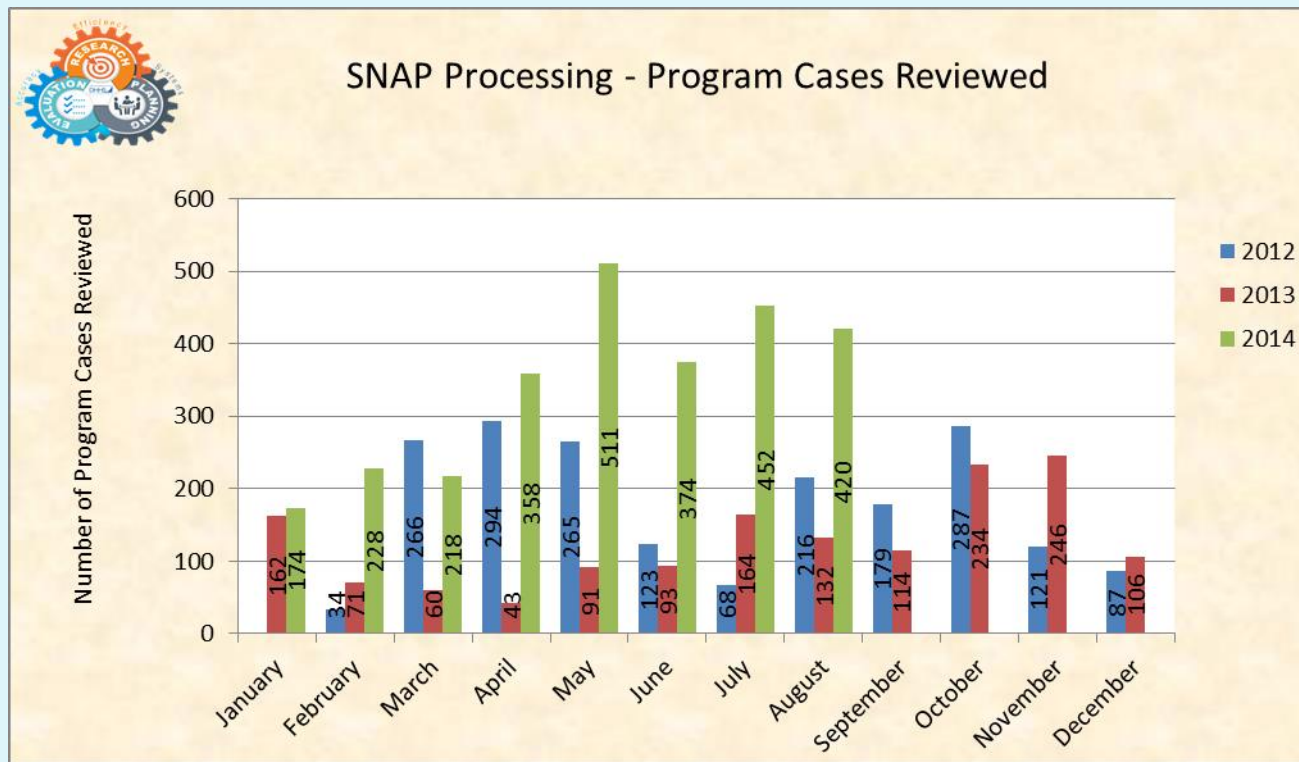
SNAP Interviewing June-August 2014
Recertification Application- Most Frequent Causal Factors Cited



SNAP Interviewing June-August 2014
Procedure- Most Frequent Causal Factors Cited



SNAP Processing Program Case Reads



SNAP: Processing

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment: 9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts: 8/18/2014

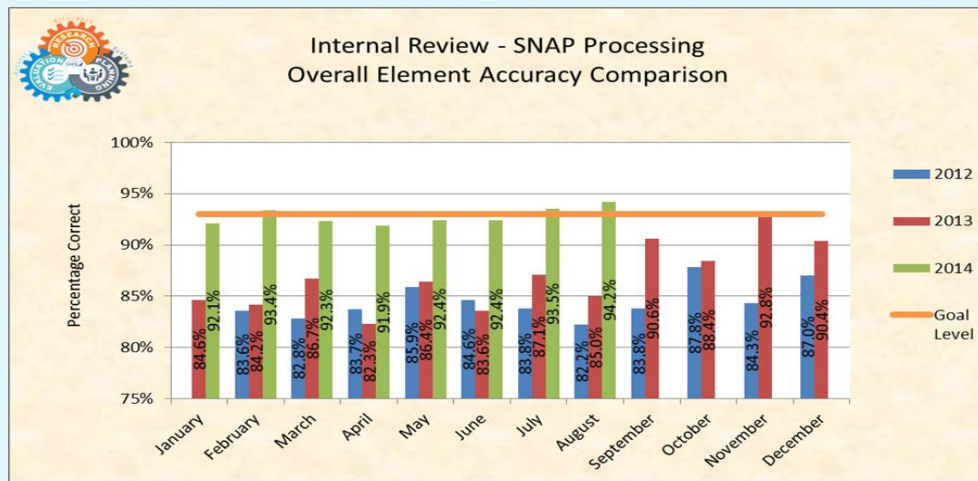
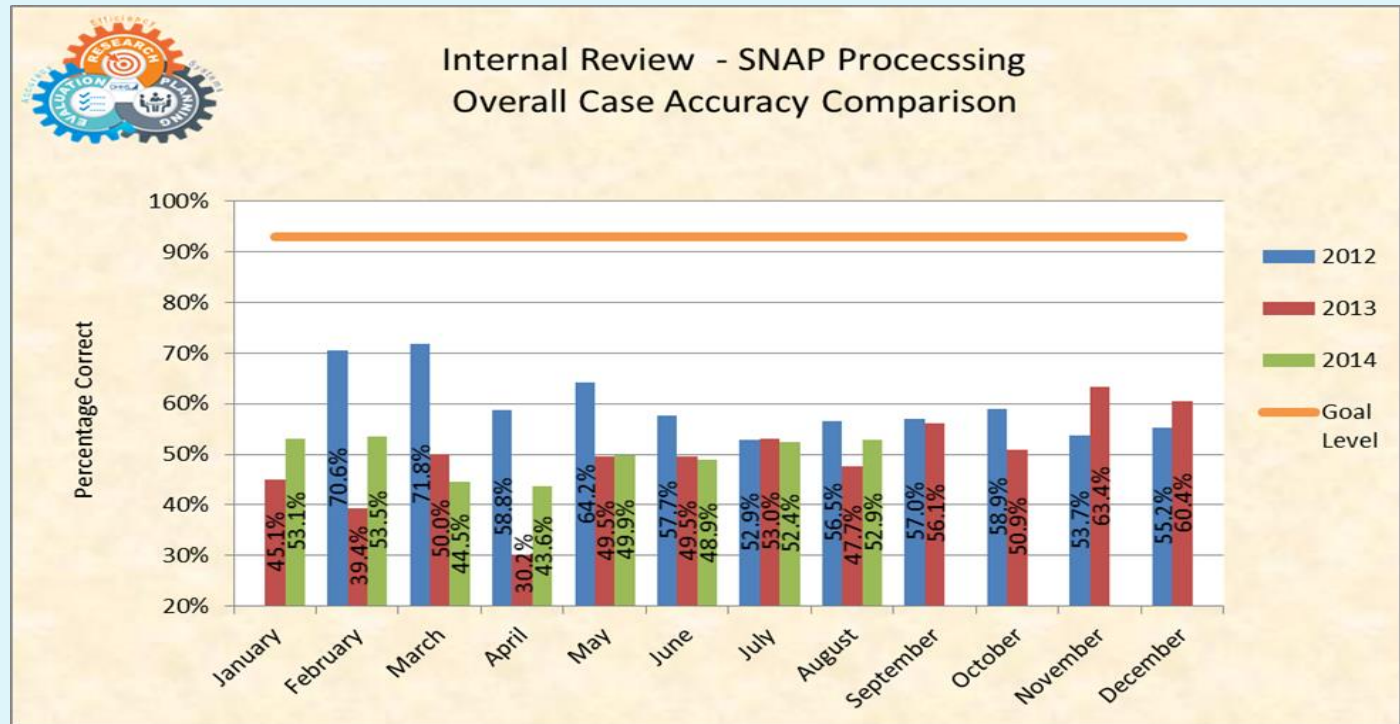
SCR:

1. SCR 5457 for November will correct some cert period corrections when no benefits are issued..
2. SCR 13196 for November will automatically add the SUA expense after LIHEAP has been issued.
3. SCR 15792 for November will require viewing the budget summary before a budget can be authorized.
4. SCR 8099 for November will end FTC sanctions when PA cases close.

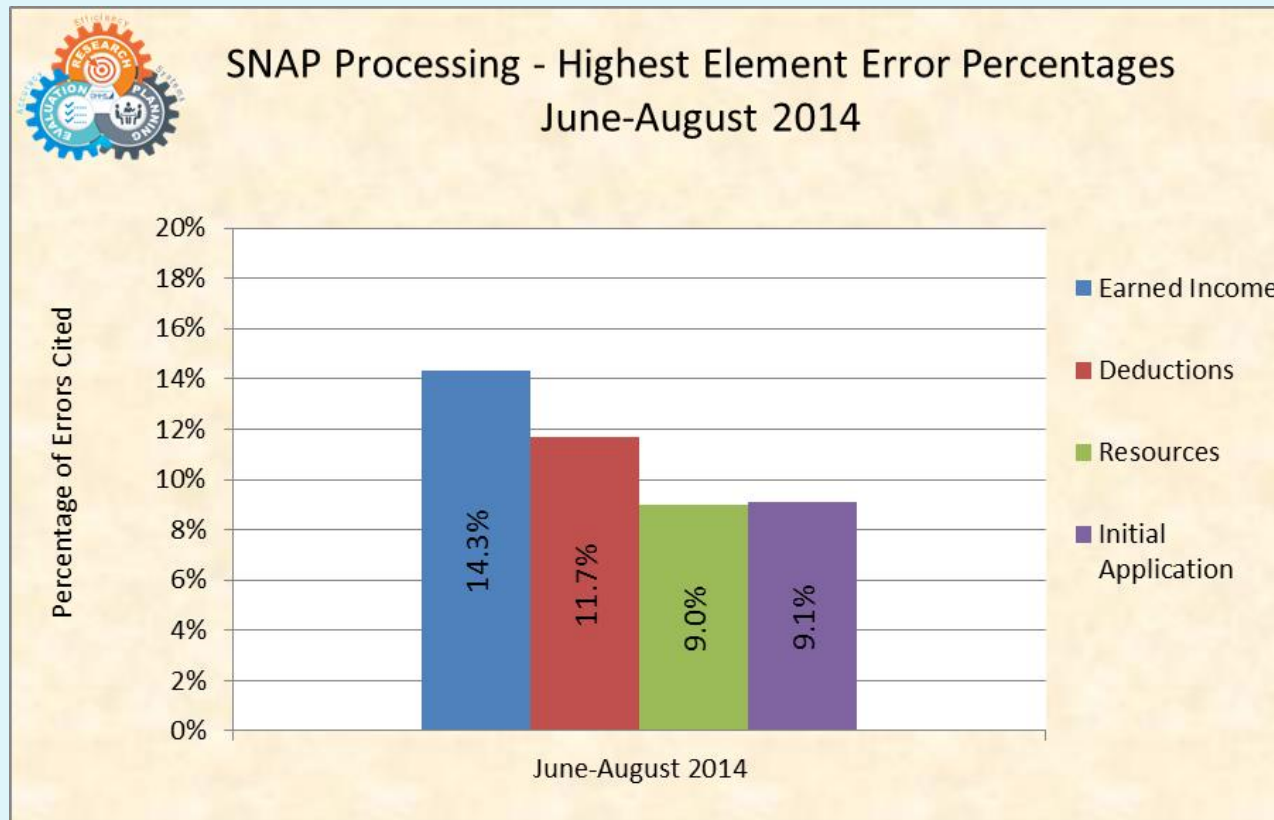
Action Items:

Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.



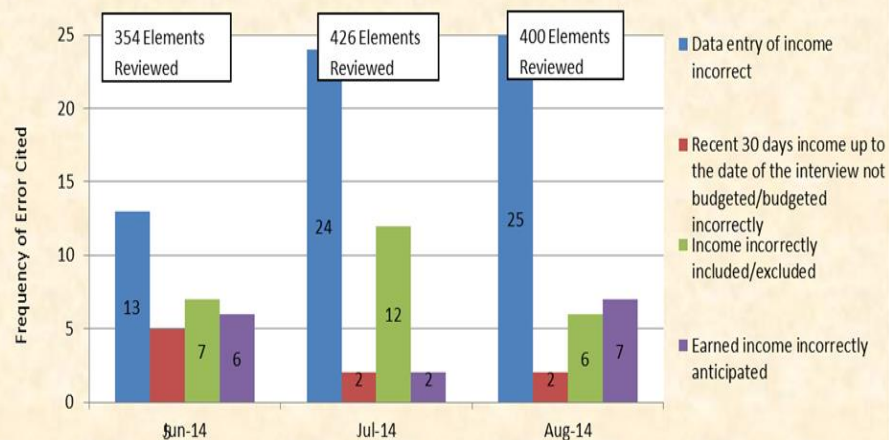
SNAP: Processing



SNAP: Processing

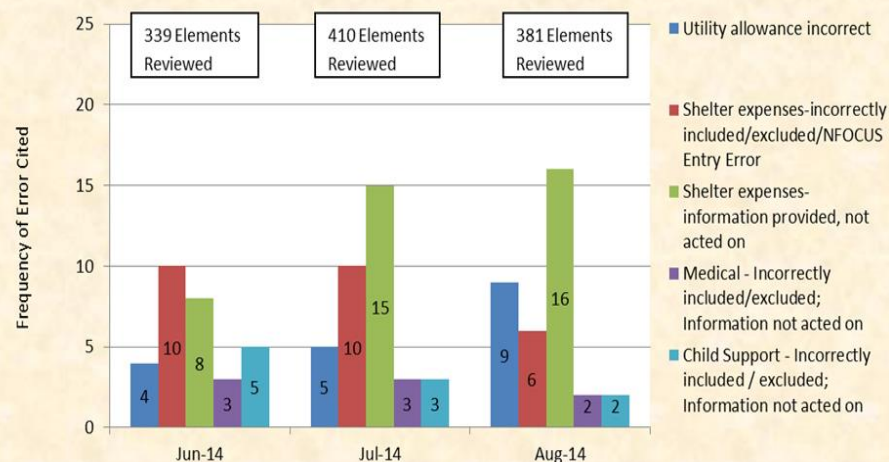


SNAP Processing June-August 2014
Earned Income- Most Frequent Causal Factors Cited

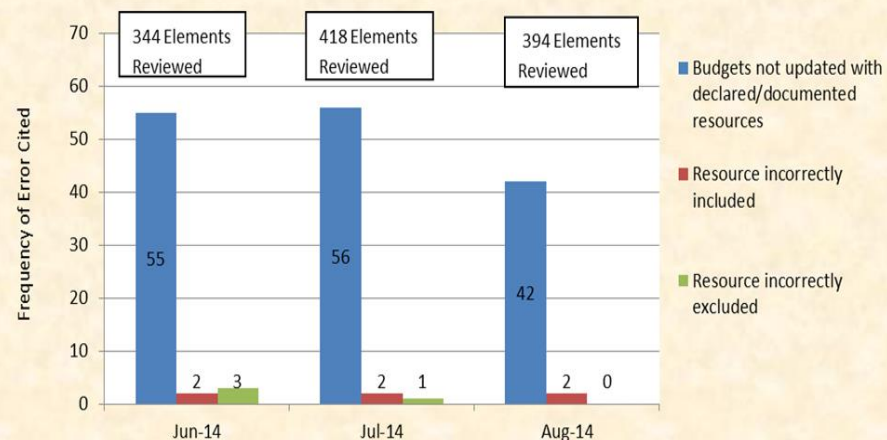


Ana Kawata and Jared Hurst

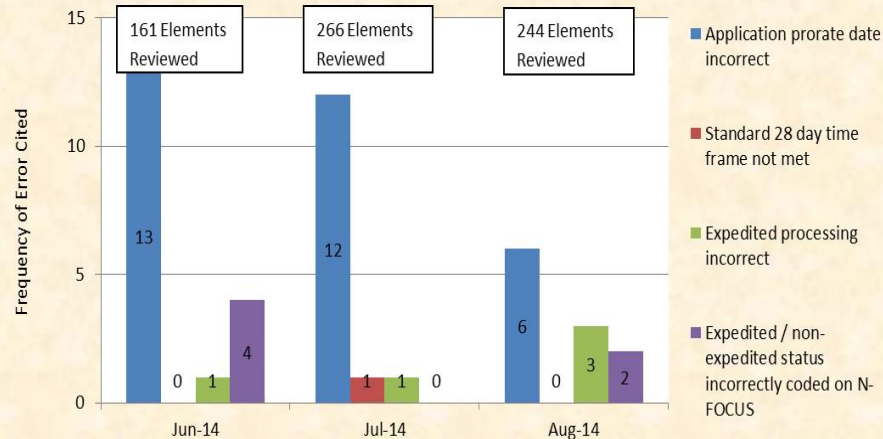
SNAP Processing June-August 2014
Deductions - Most Frequent Causal Factors Cited



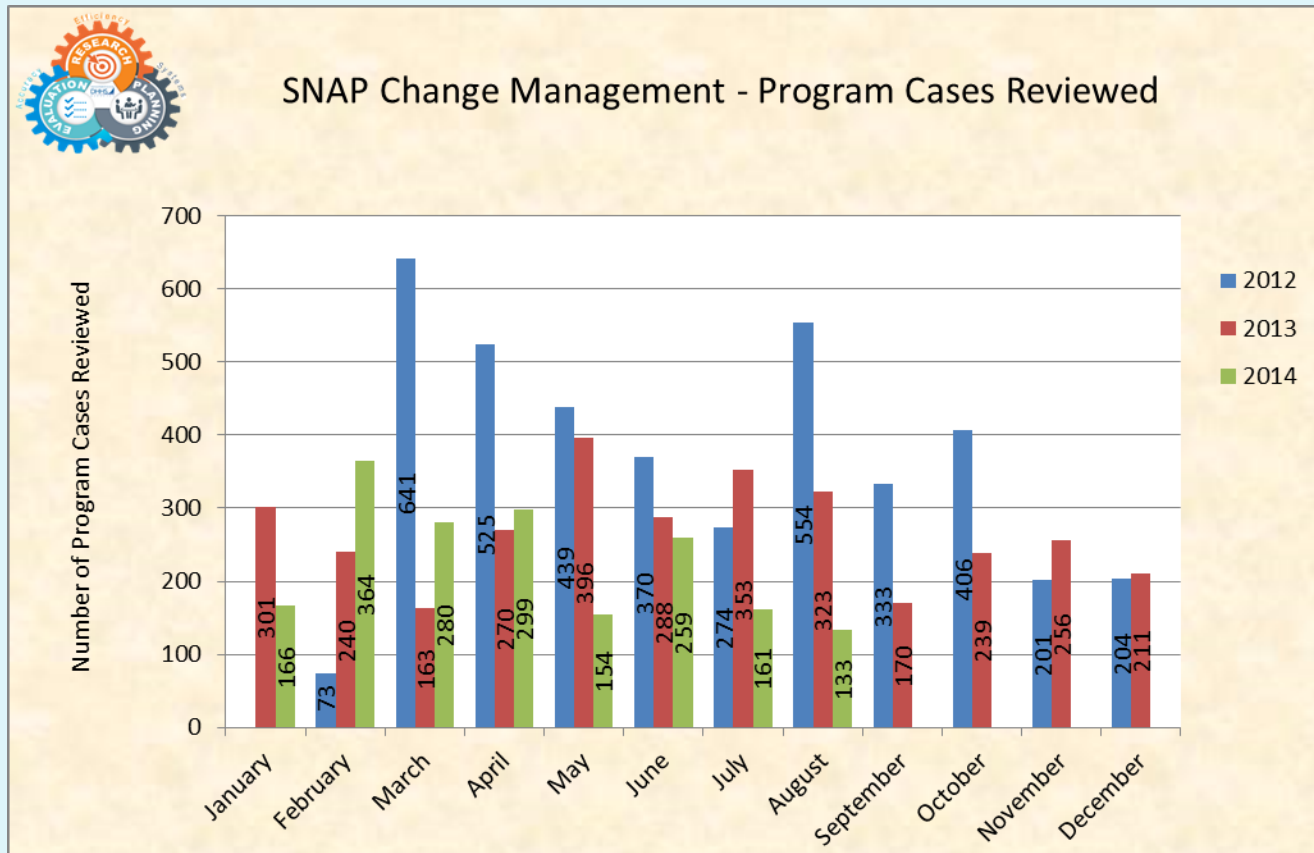
SNAP Processing June-August 2014
Resources - Most Frequent Causal Factors Cited



SNAP Processing June-August 2014
Initial Application - Most Frequent Causal Factors Cited



SNAP Change Management Program Case Reads



SNAP: Change Management

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment: 9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts: 8/18/2014

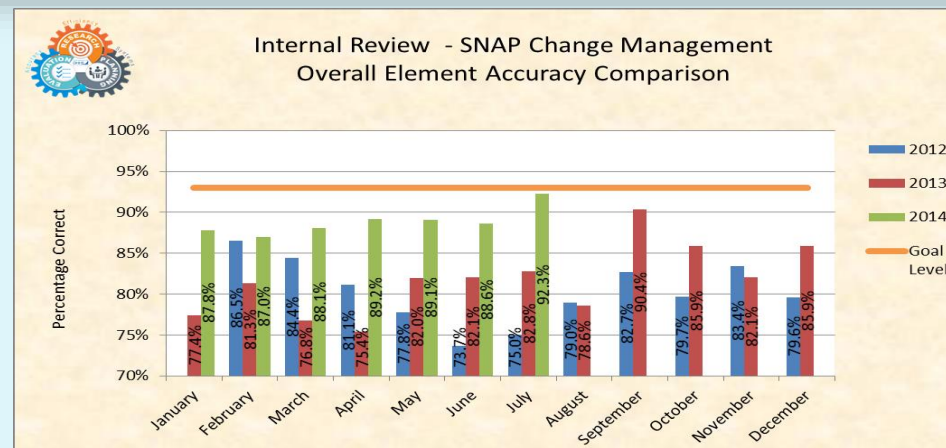
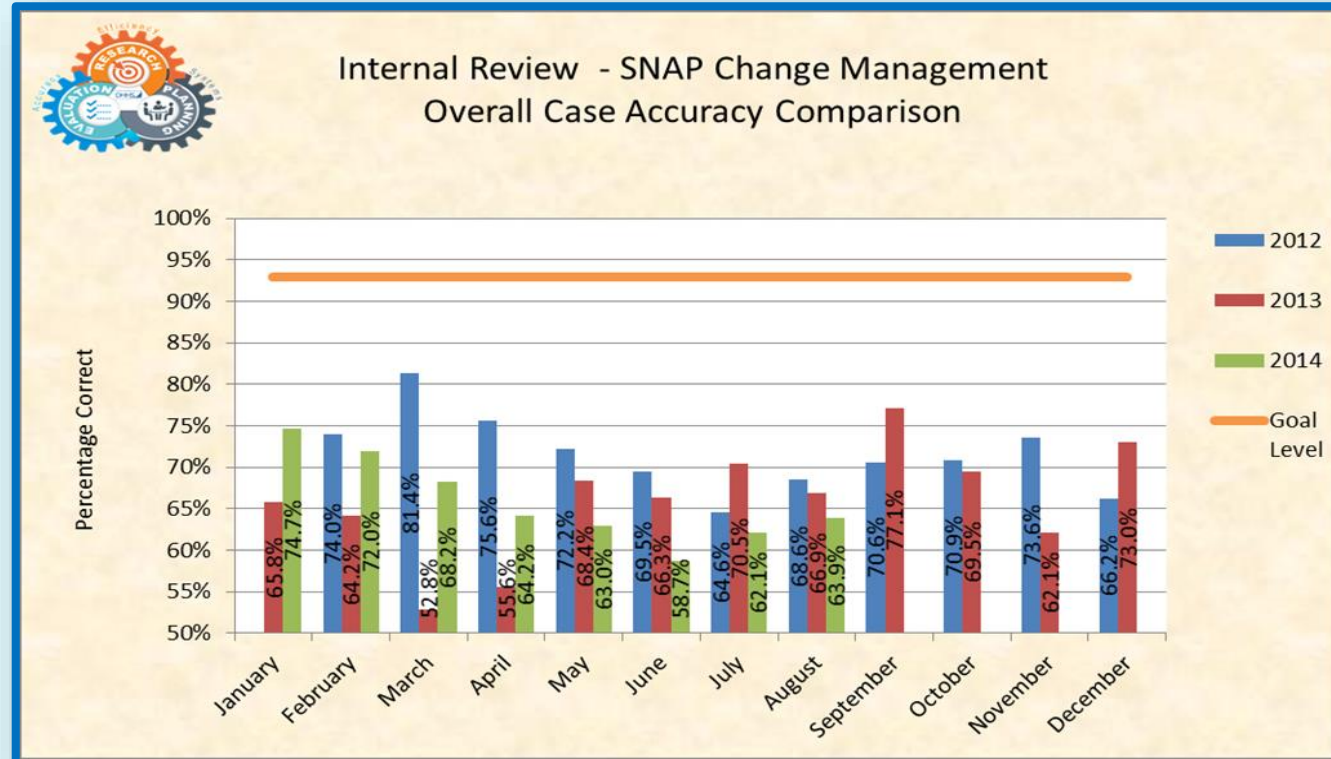
SCR:

1. SCR 15789 for November will allow the AN website to support Google Chrome.
2. SCR 15878 for November will allow budgeting of SNAP cases for ineligible ARP.
3. SCR 15275 for November will add a closure reason of Food Distribution Program on Indian Reservations Disqualification.
4. SCR 1548 for November will assign a new PINs when cases is reopened if PIN has not been used.

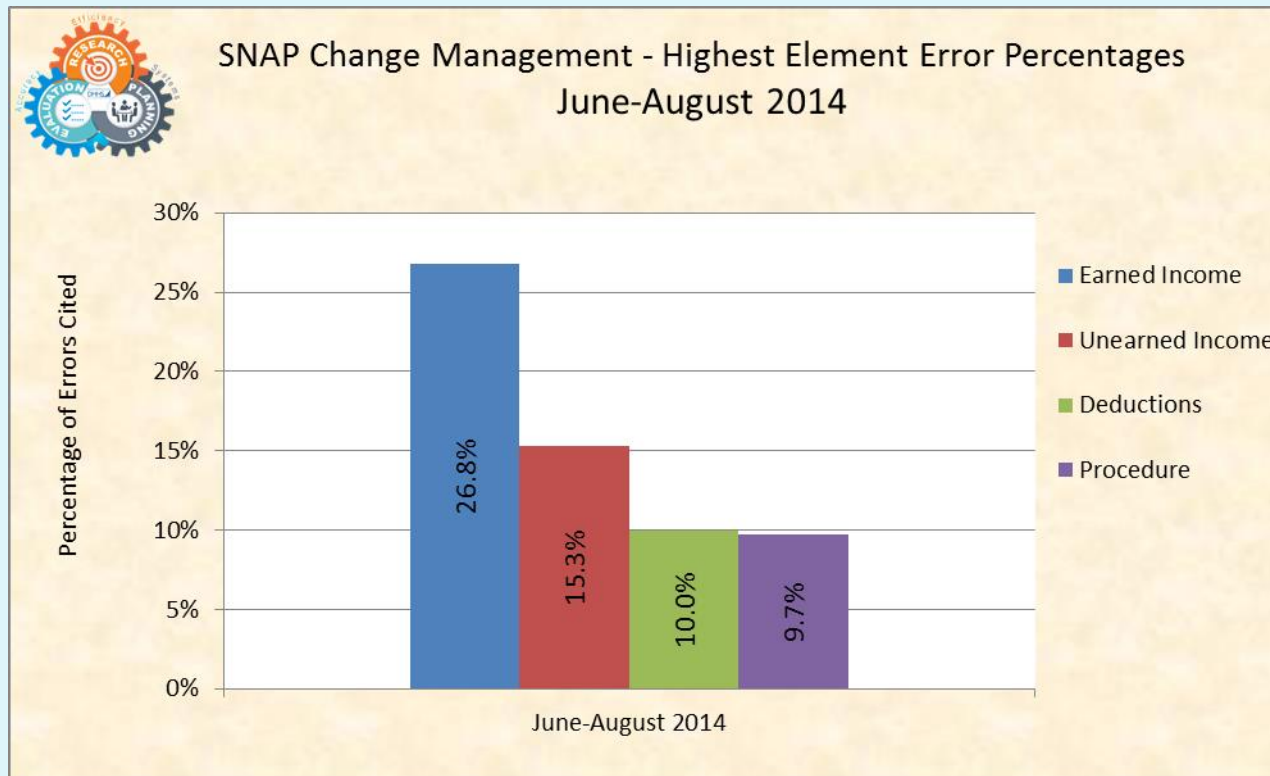
Action Items:

Barriers:

Goal Statement: The SNAP program will move towards the goal of 93% accuracy on actions taken on all SNAP household cases.

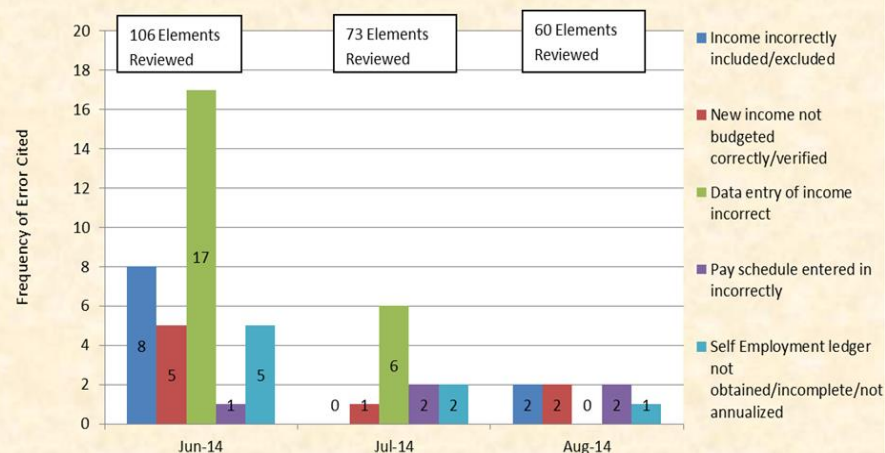


SNAP: Change Management

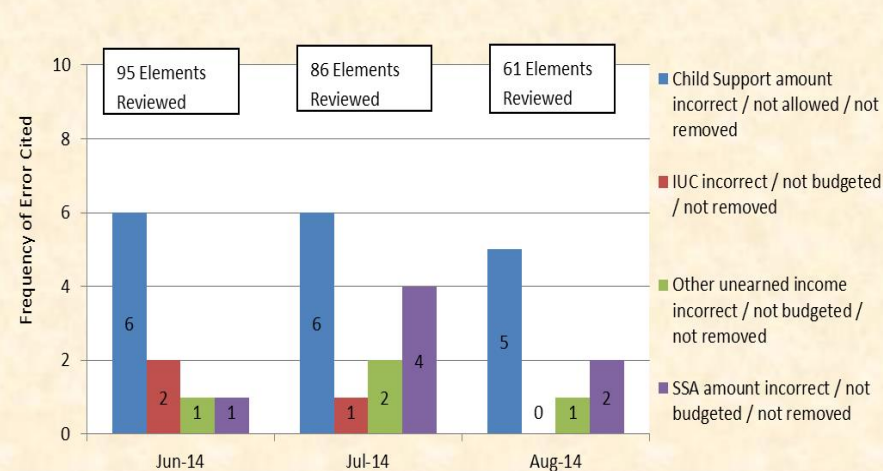


SNAP: Change Management

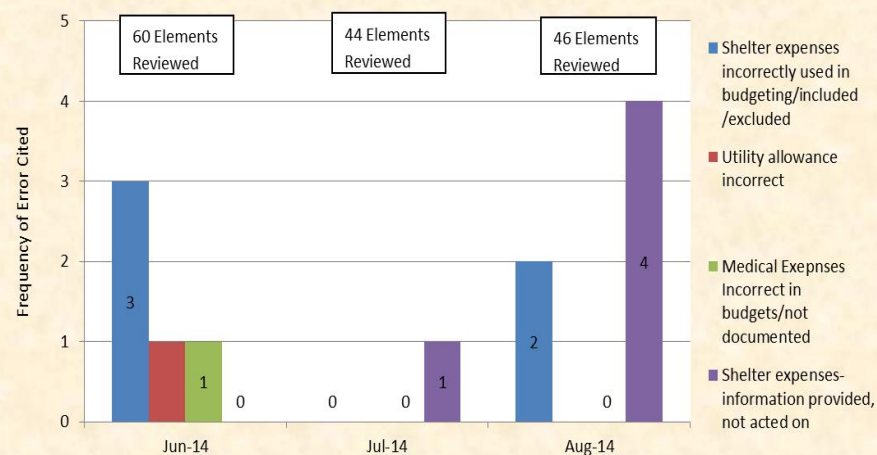
SNAP Change Management June-August 2014
Earned Income - Most Frequent Causal Factors Cited



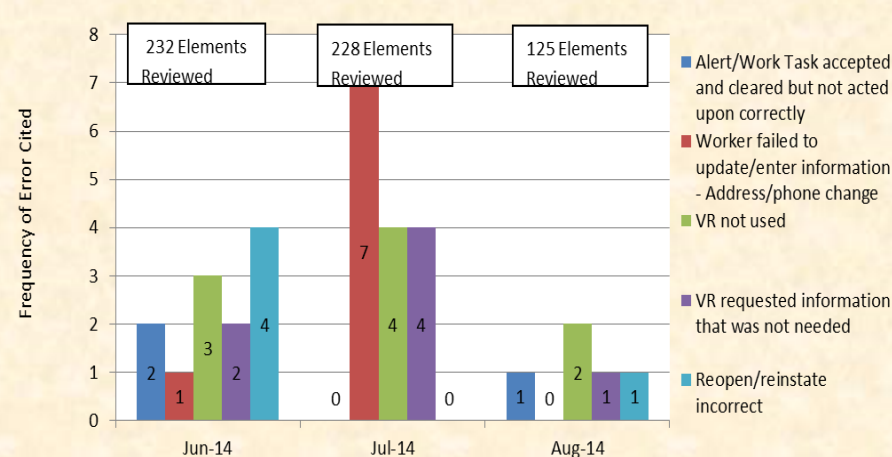
SNAP Change Management June-August 2014
Unearned Income - Most Frequent Causal Factors Cited



SNAP Change Management June-August 2014
Deductions - Most Frequent Causal Factors Cited



SNAP Change Management June-August 2014
Procedure - Most Frequent Causal Factors Cited



SNAP Success Stories

Interviewing

1. Earned Income: Removed Causal – Fluctuating income not identified/requested/requested incorrectly
2. Review/Recertification: Removed Causal – Duplicate application

Change Management

1. Deductions: Removed Causal – Shelter expense – as billed not acted on

SNAP: Steps to Improvement



Timeliness:

- Clarification on denials of applications when interviews were scheduled late: Teri Chasten.

Interviewing:

- Application month income tip and update to EIV: Teri Chasten
- Turning off SNAP Expedited indicator switch: Brian Svoboda

Processing:

- One time report on cases that are in the wrong Category: Brian Svoboda



Processing:

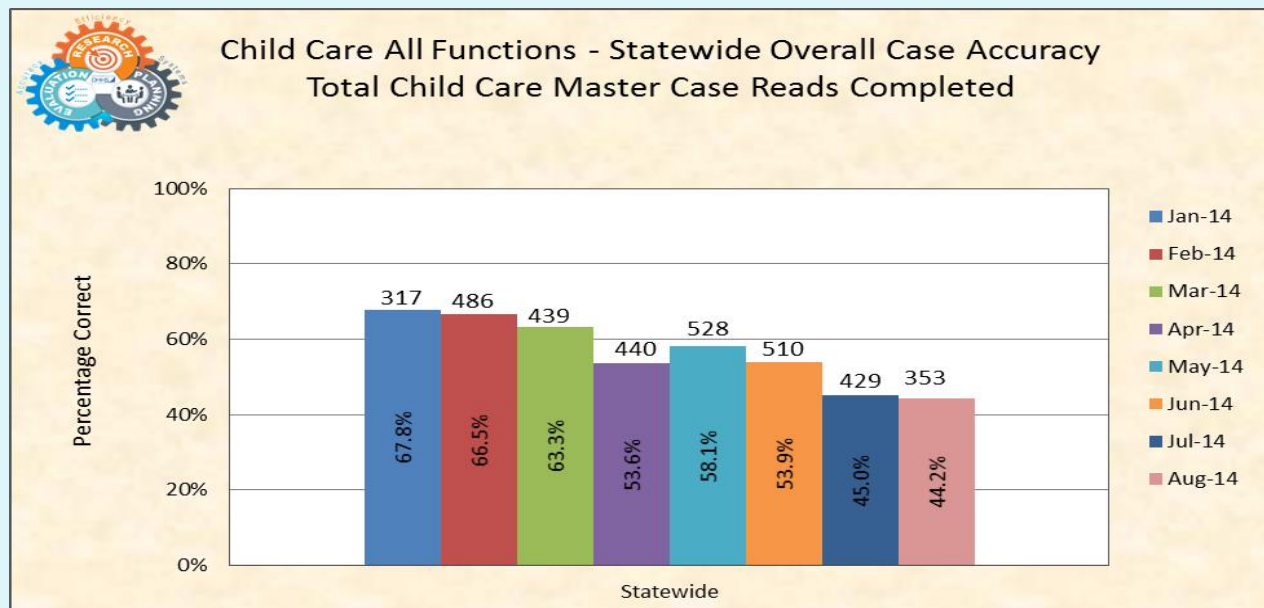
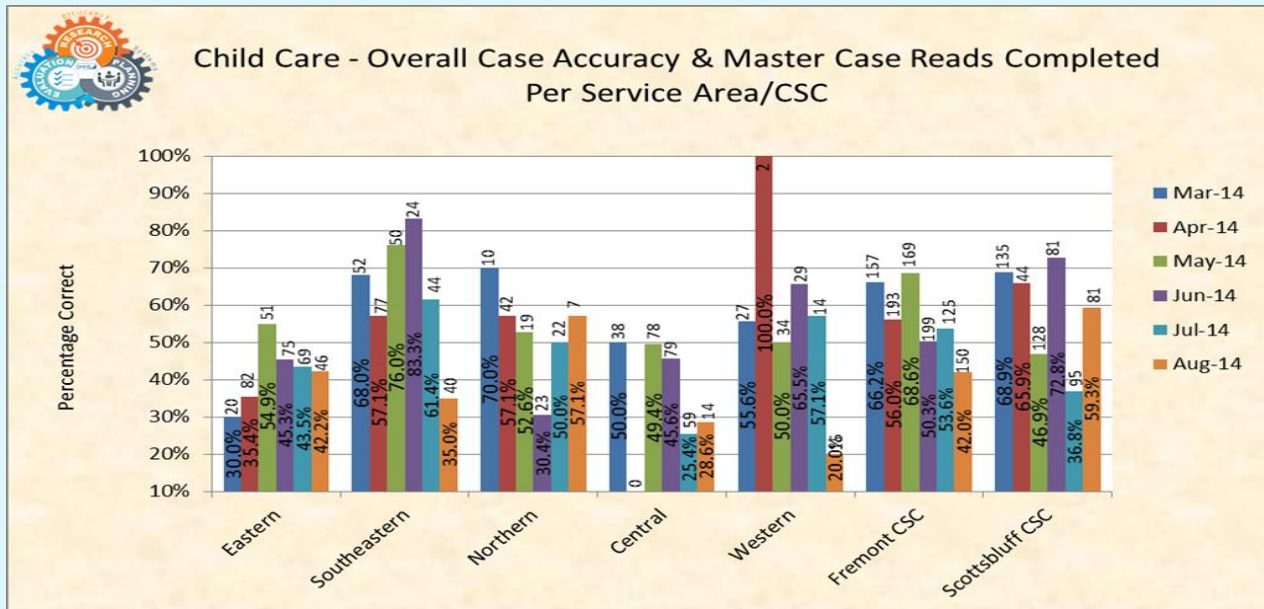
- Shelter expenses included/excluded/NFOCUS Entry: Ann Kawata and Jared Hurst
- Training/Tip for follow-up questions to be asked during the interview: Alex Garcia and Dawn Peatrowsky



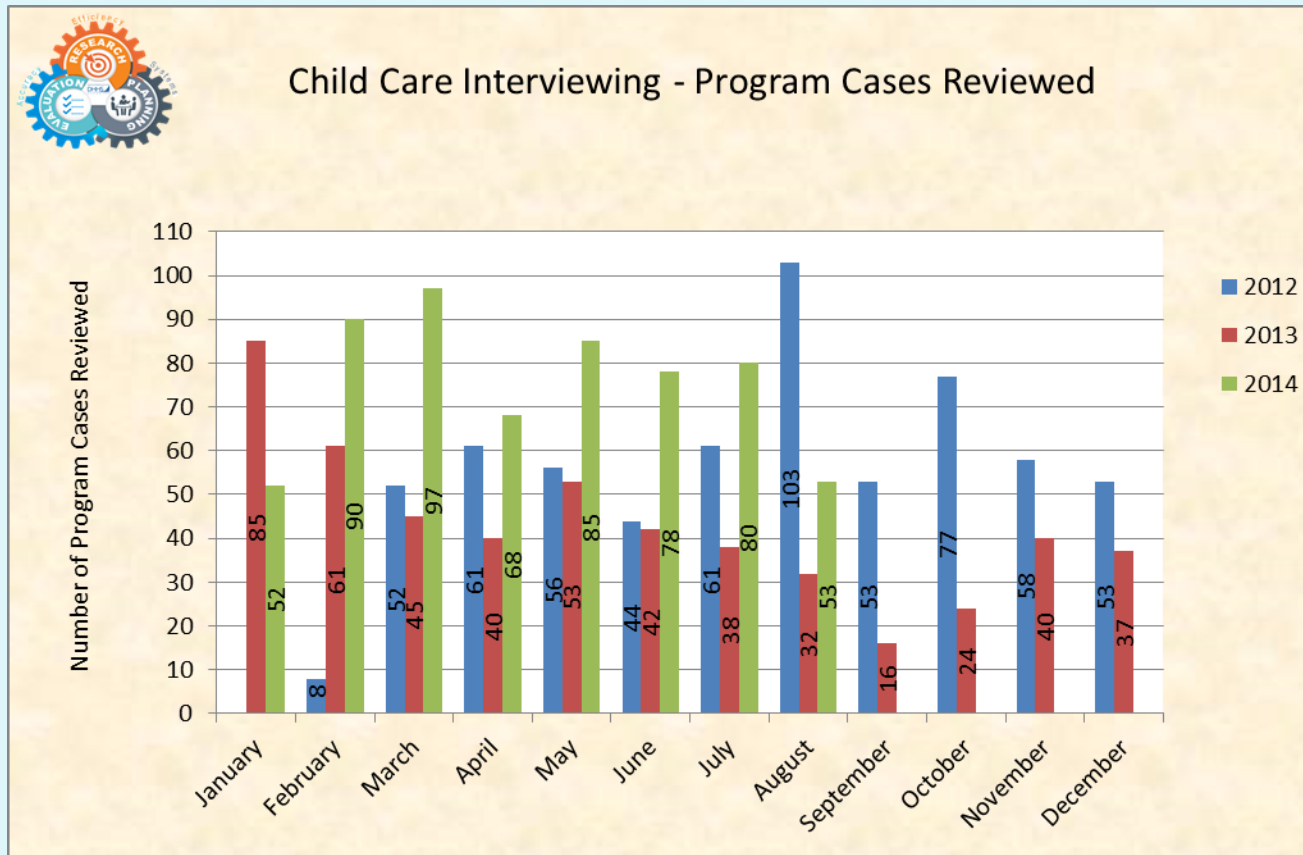
Indicates items have been completed

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Child Care Accuracy



Child Care Interviewing Program Case Reads



Child Care: Interviewing

Strengths/Accomplishments:

R.E.P. Released:

1. Child Care Job Aid: 9/8/2014
2. Medical Need: 9/8/2014
3. End of Employment: 9/2/2014
4. SAVE: 8/25/2014
5. Managing Alerts: 8/18/2014
6. Need for Service: 8/18/2014

SCR:

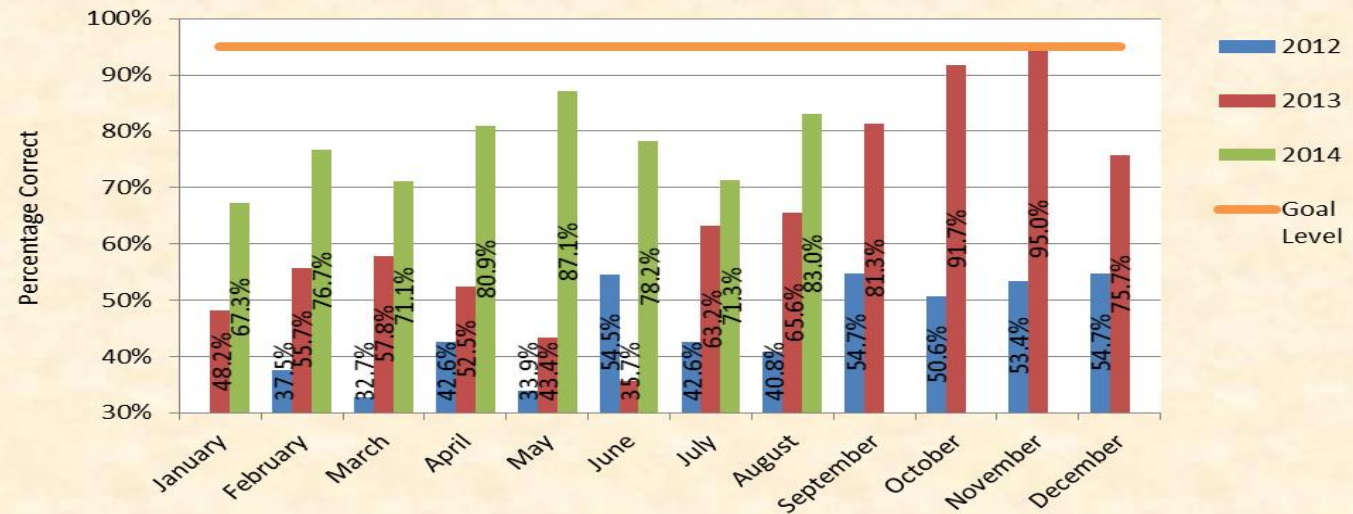
1. SCR 15052 for November will enhance the Interview Tracking window.

Action Items:

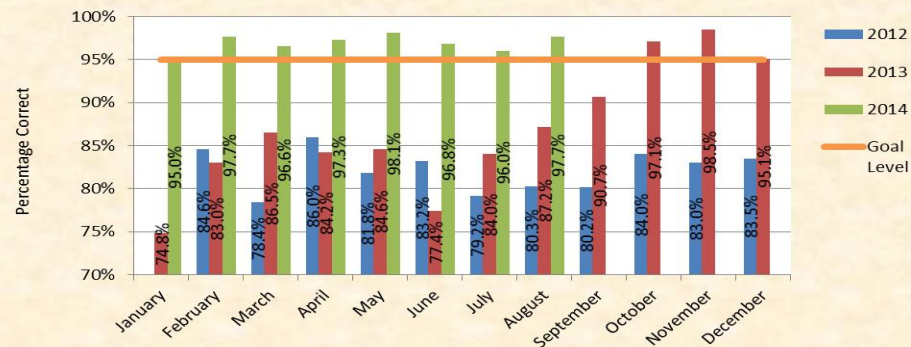
Barriers:



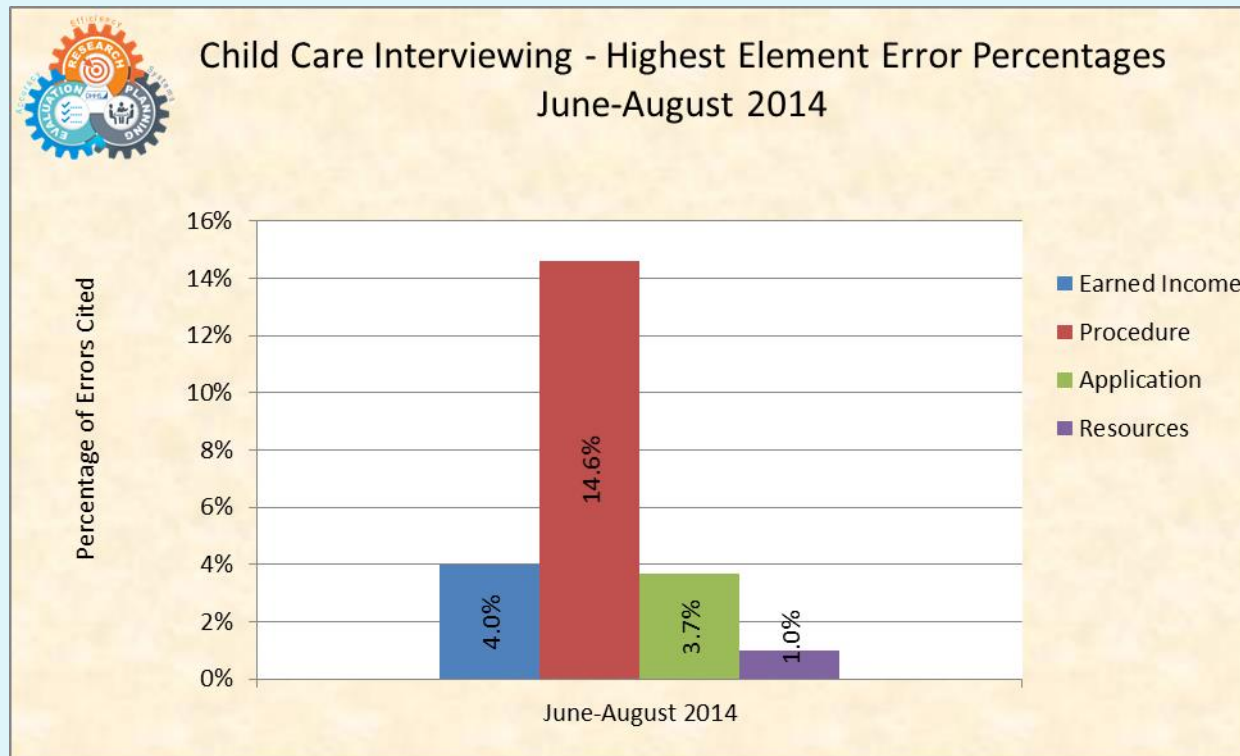
Internal Review - Child Care Interviewing Overall Case Accuracy Comparison



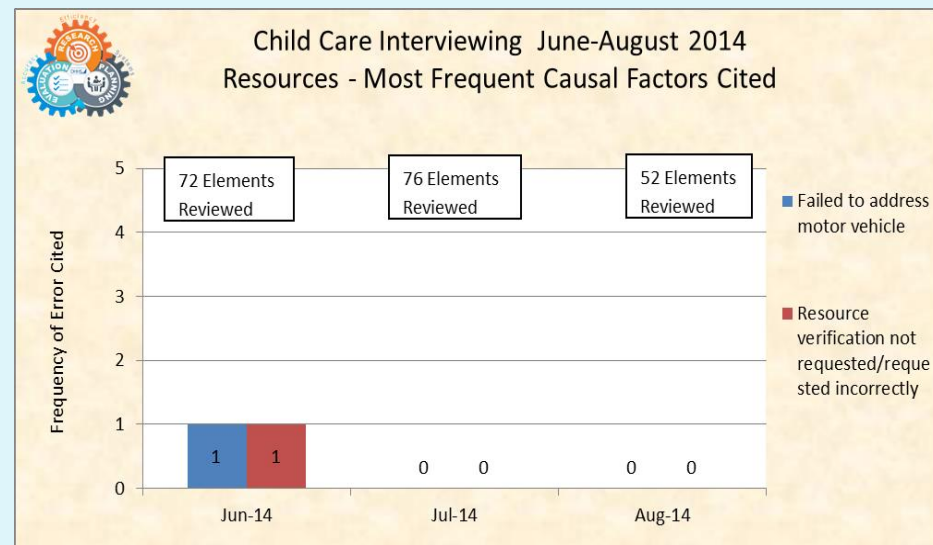
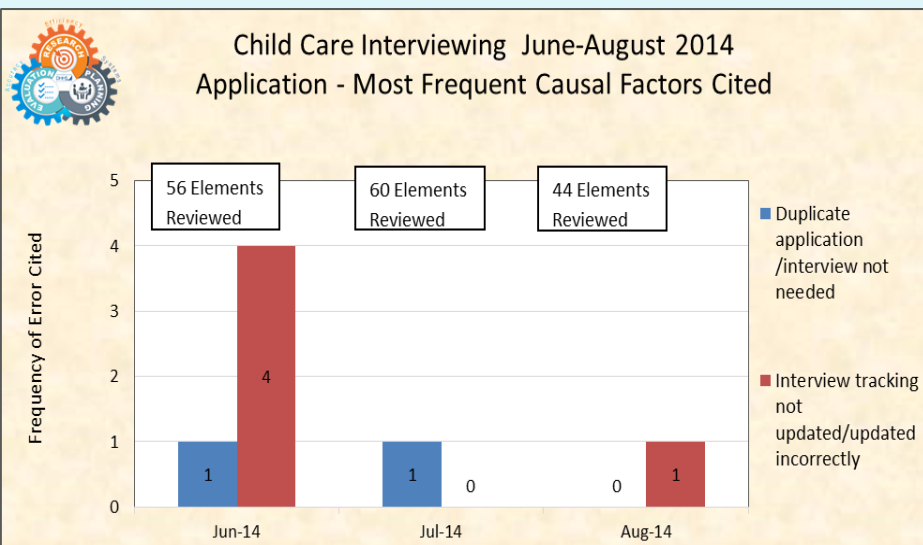
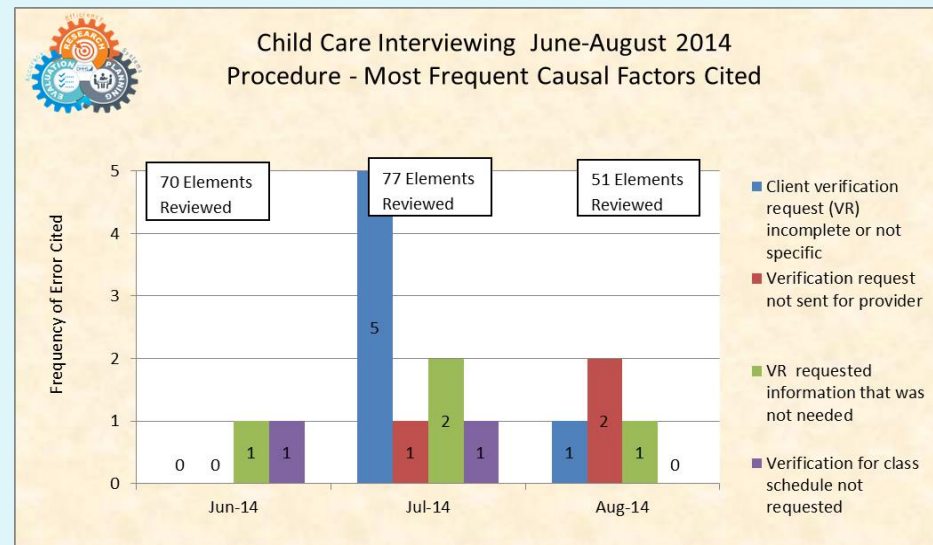
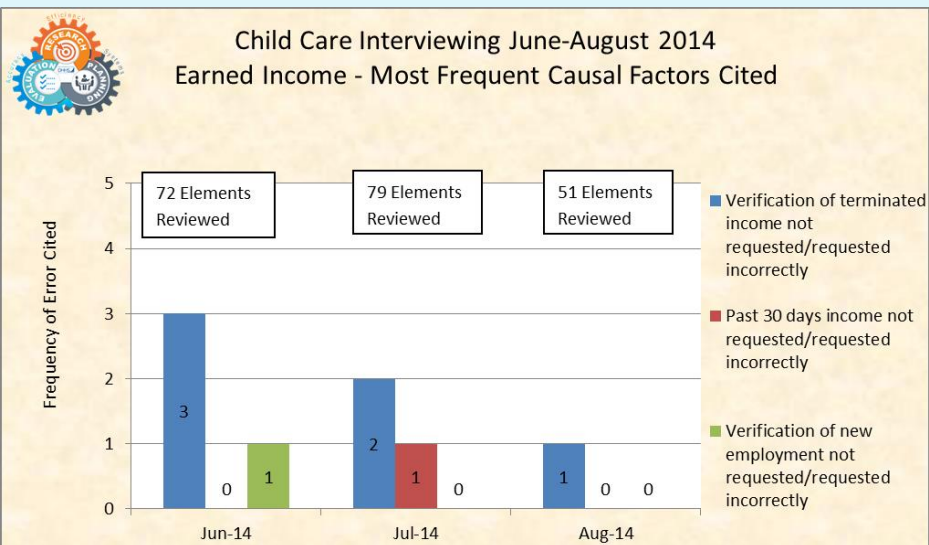
Internal Review - Child Care Interviewing Overall Element Accuracy Comparison



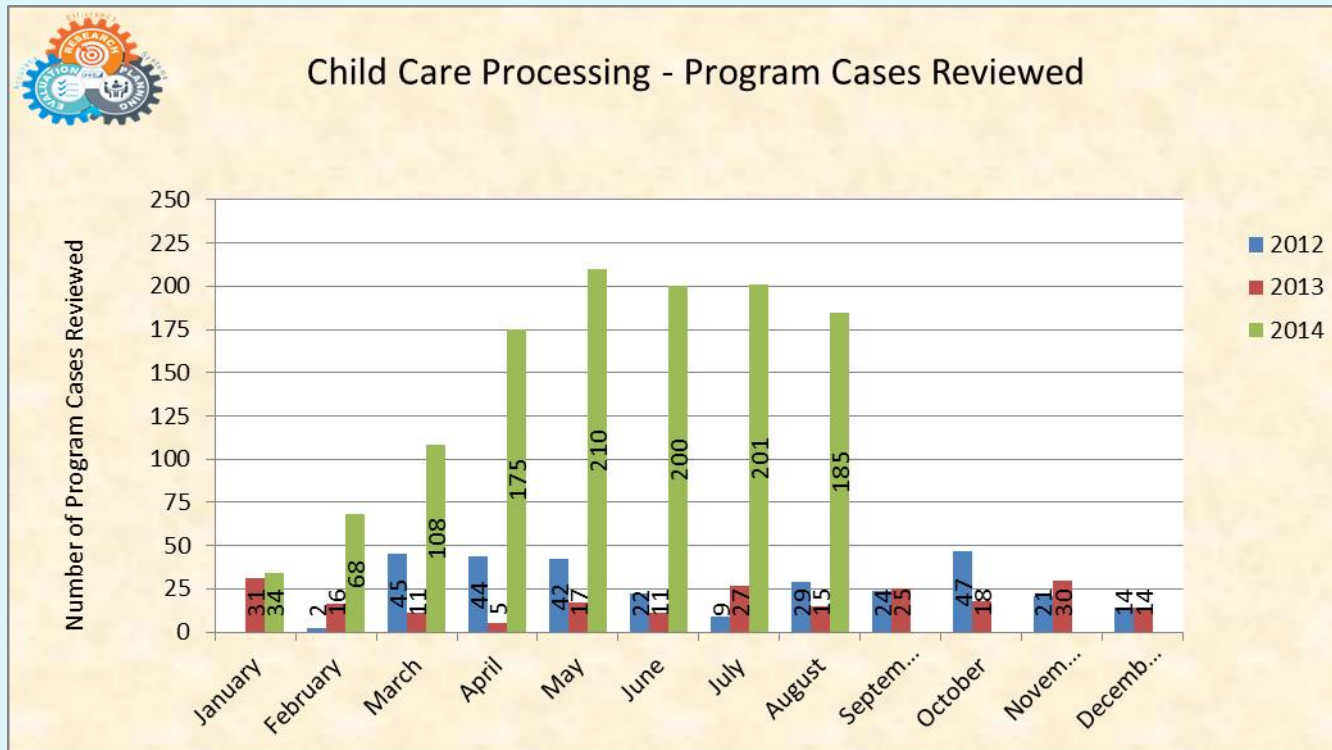
Child Care: Interviewing



Child Care: Interviewing



Child Care Processing Program Case Reads



Child Care: Processing

Strengths/Accomplishments:

R.E.P. Released:

1. Child Care Job Aid:
9/8/2014
2. Medical Need: 9/8/2014
3. End of Employment:
9/2/2014
4. SAVE: 8/25/2014
5. Managing Alerts:
8/18/2014
6. Need for Service:
8/18/2014

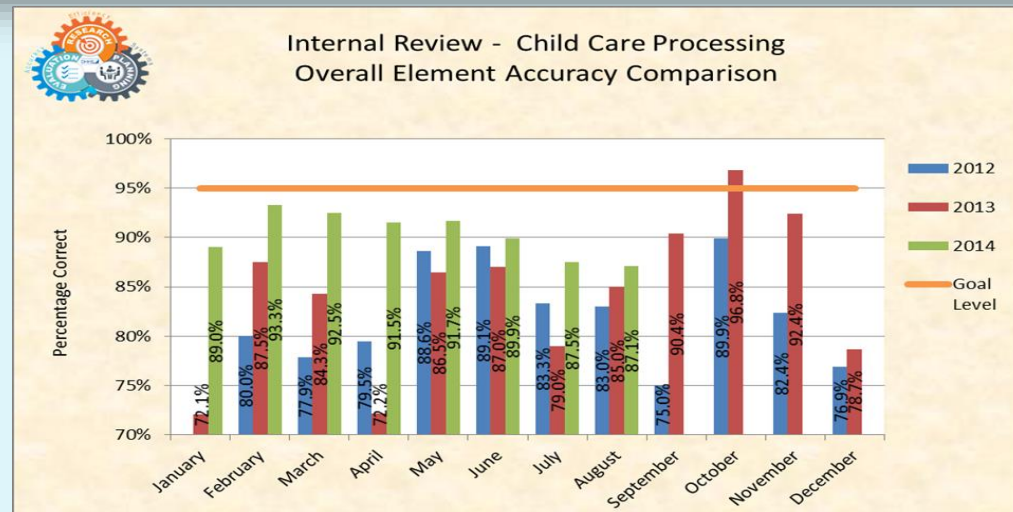
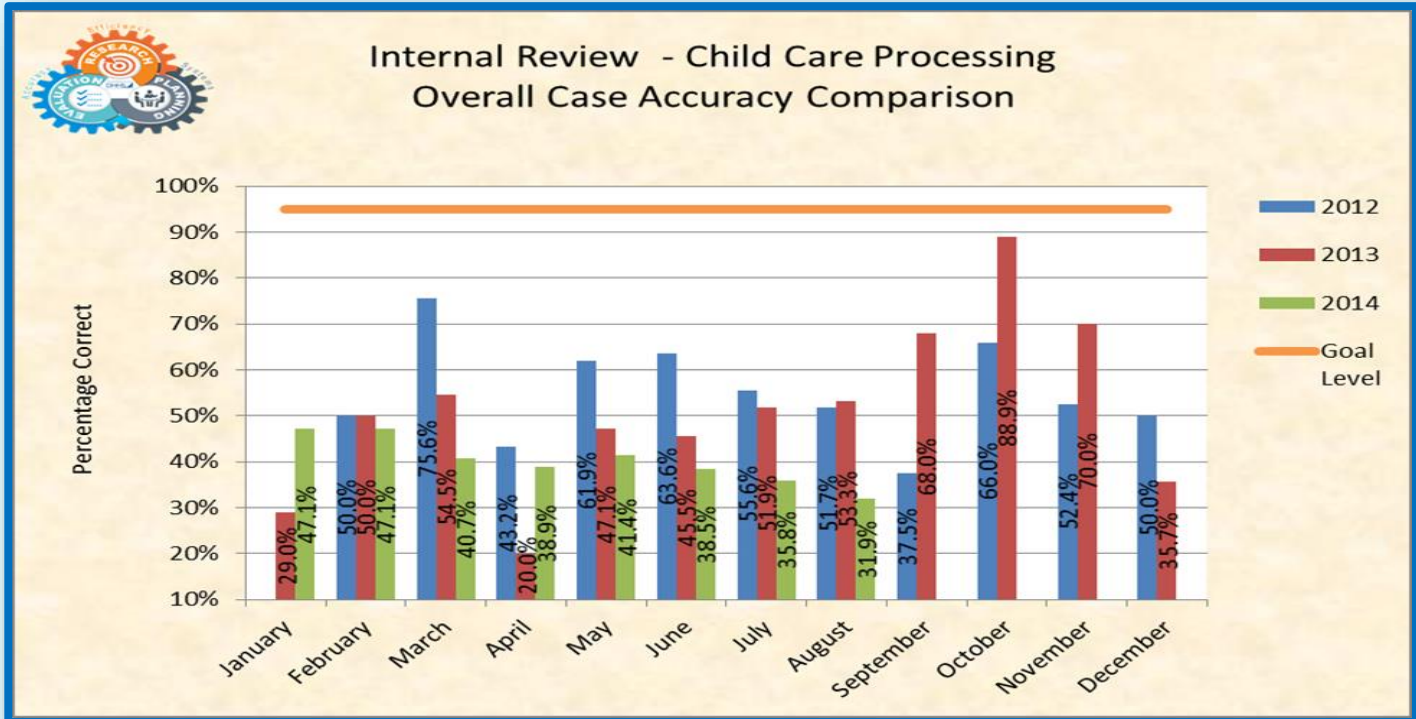
SCR:

Action Items:

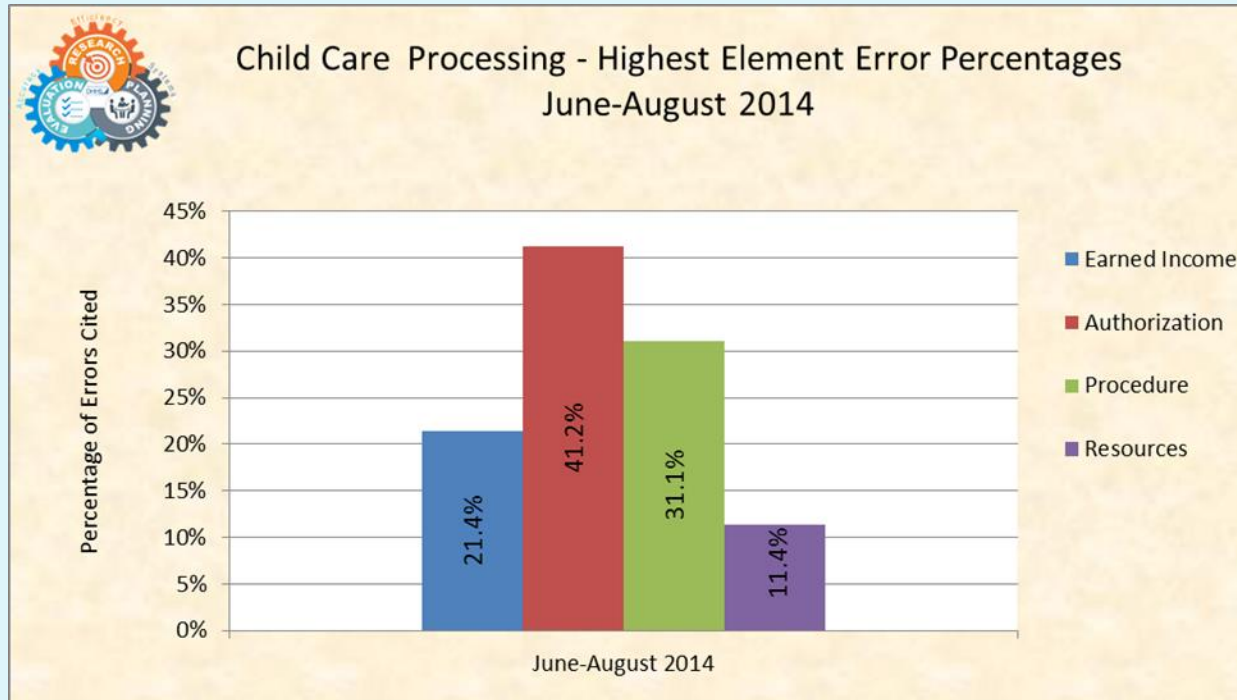
1. SCR 15056 Verif request
correspondence will be added to
CBI.

Barriers:

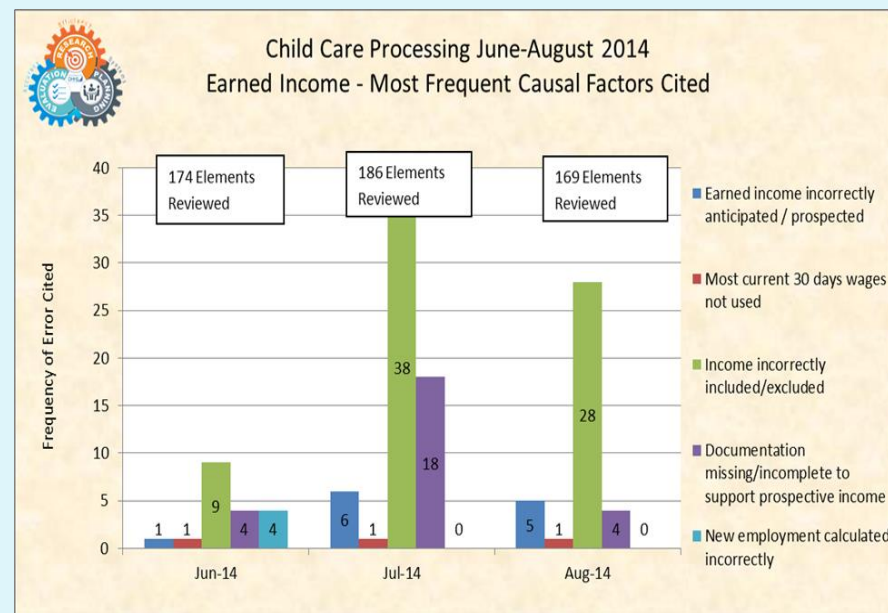
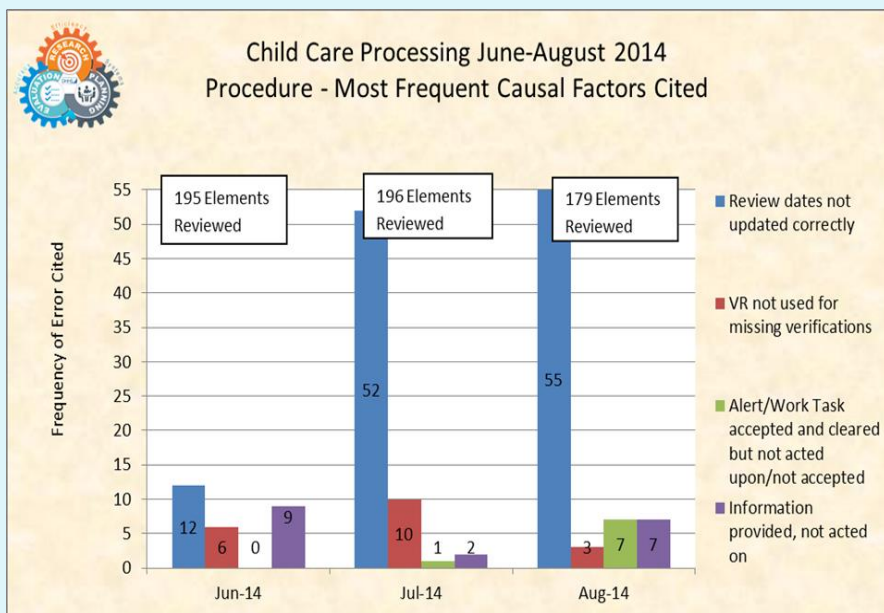
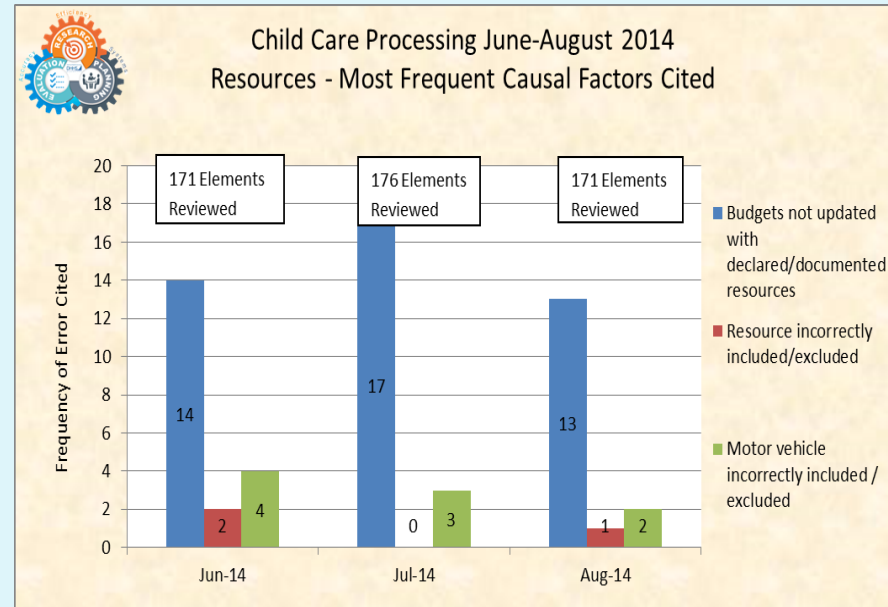
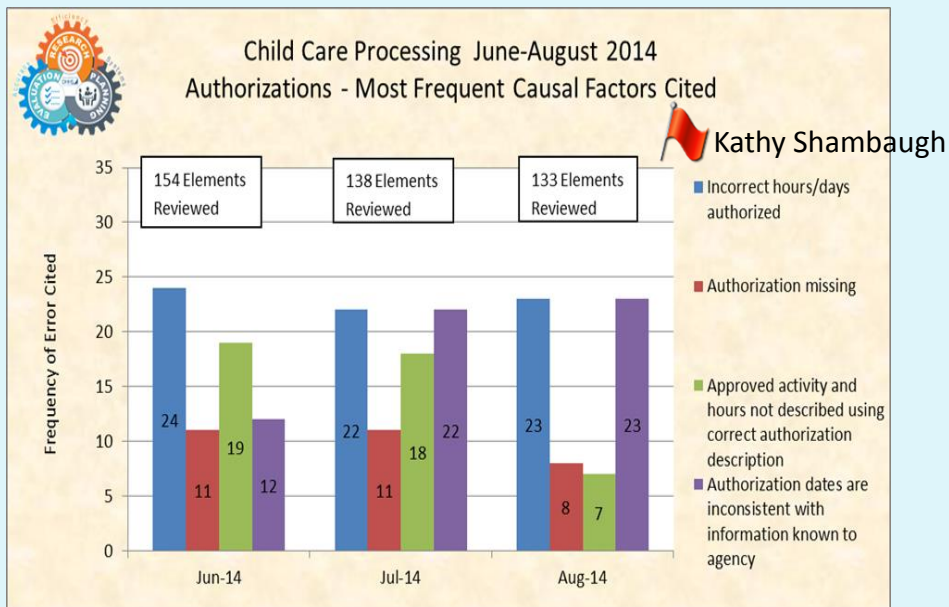
Goal Statement: The Child Care program will move towards the goal of 95% accuracy on actions taken on all Child Care household cases.



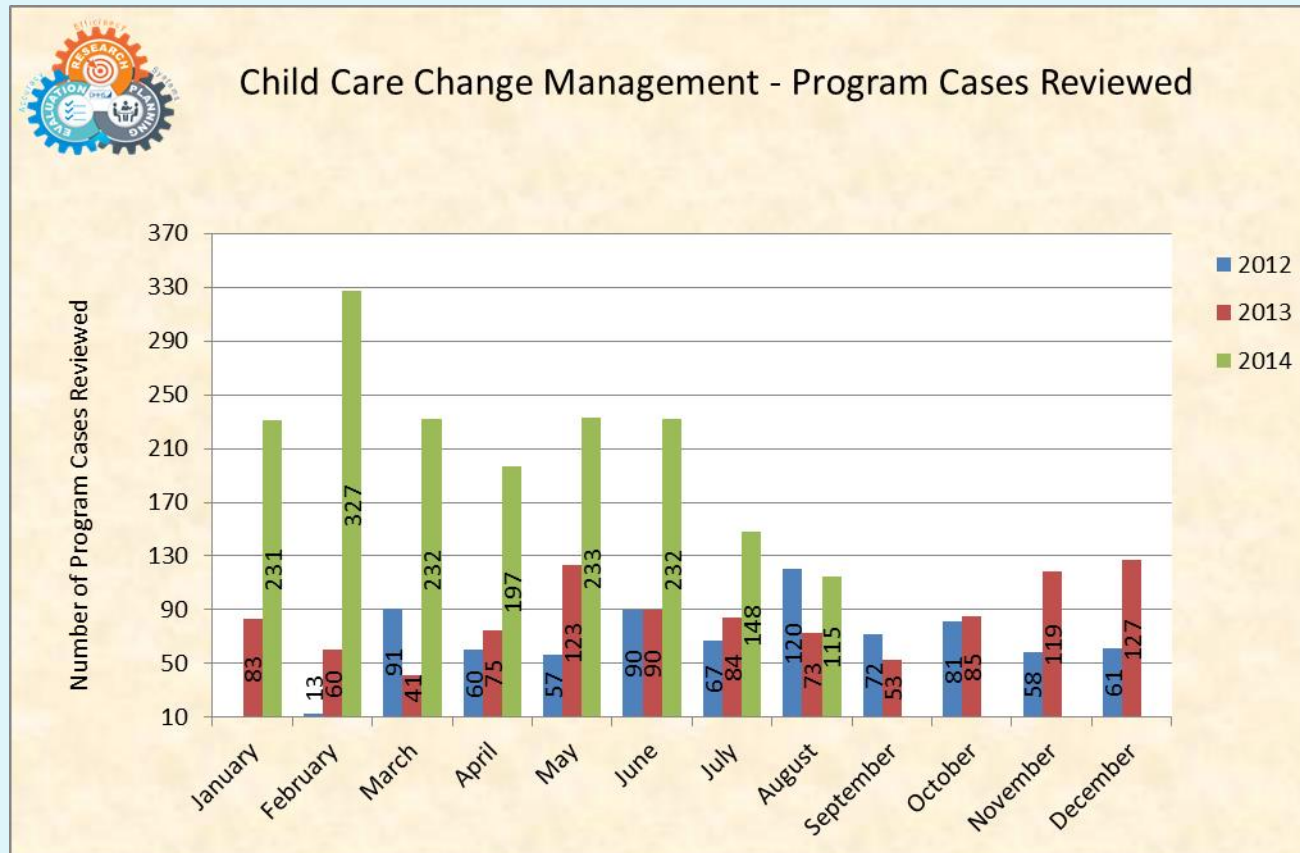
Child Care: Processing



Child Care: Processing



Child Care Change Management Program Case Reads



Child Care: Change Management

Strengths/Accomplishments:

R.E.P. Released:

1. Child Care Job Aid: 9/8/2014
2. Medical Need: 9/8/2014
3. End of Employment: 9/2/2014
4. SAVE: 8/25/2014
5. Managing Alerts: 8/18/2014
6. Need for Service: 8/18/2014

SCR:

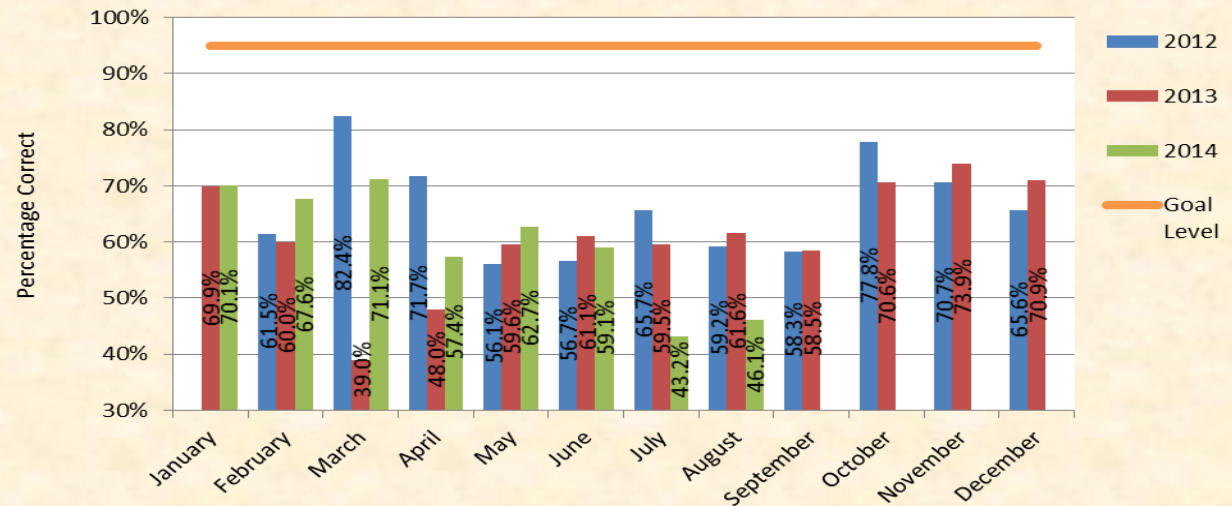
1. SCR 15503 for December 17 will mass update service authorizations when a provider's rate is updated.

Action Items:

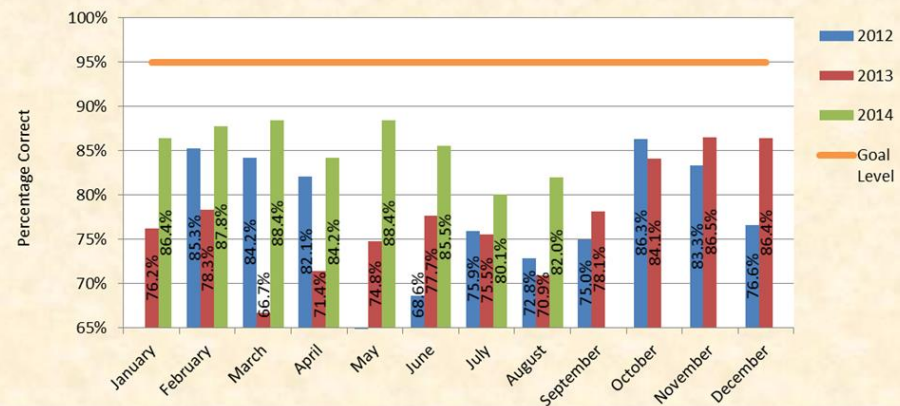
Barriers:



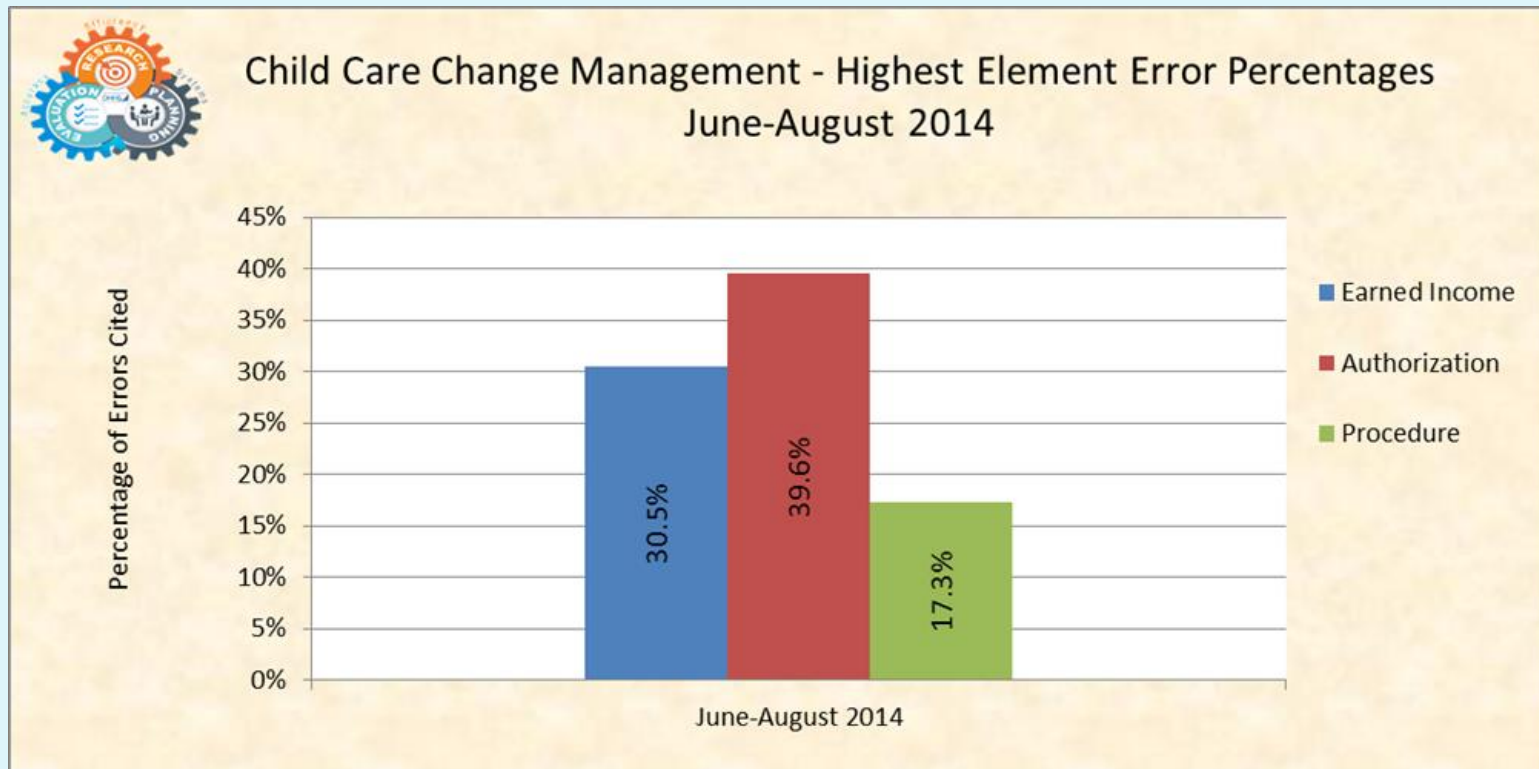
Internal Review - Child Care Change Management Overall Case Accuracy Comparison



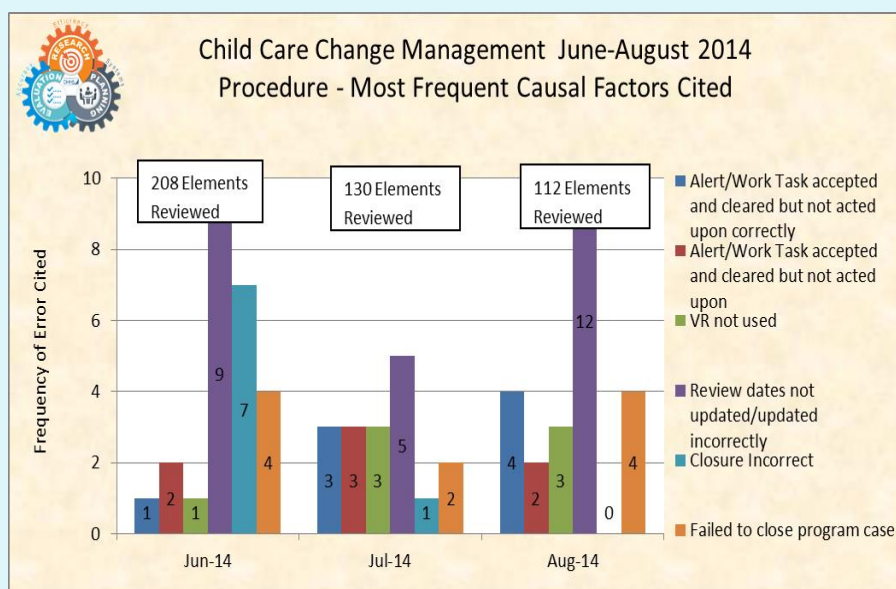
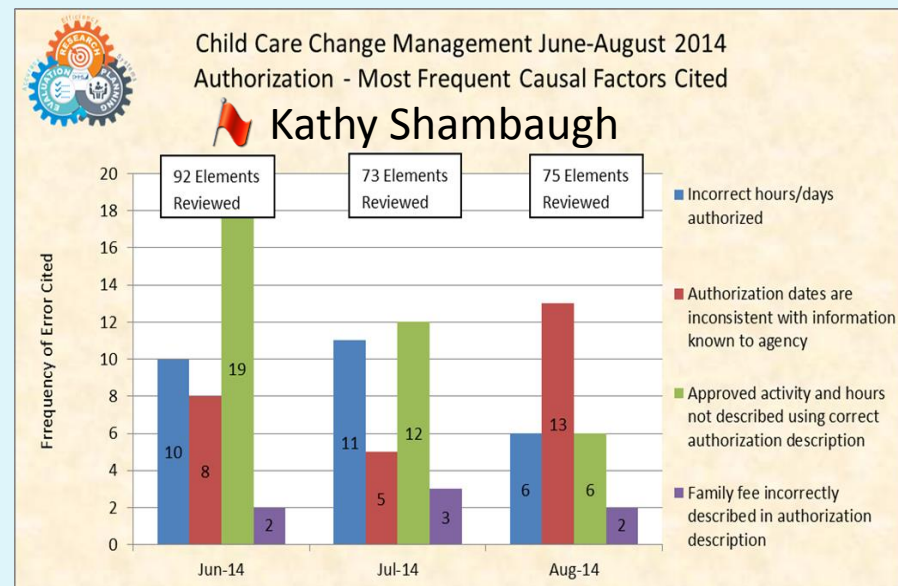
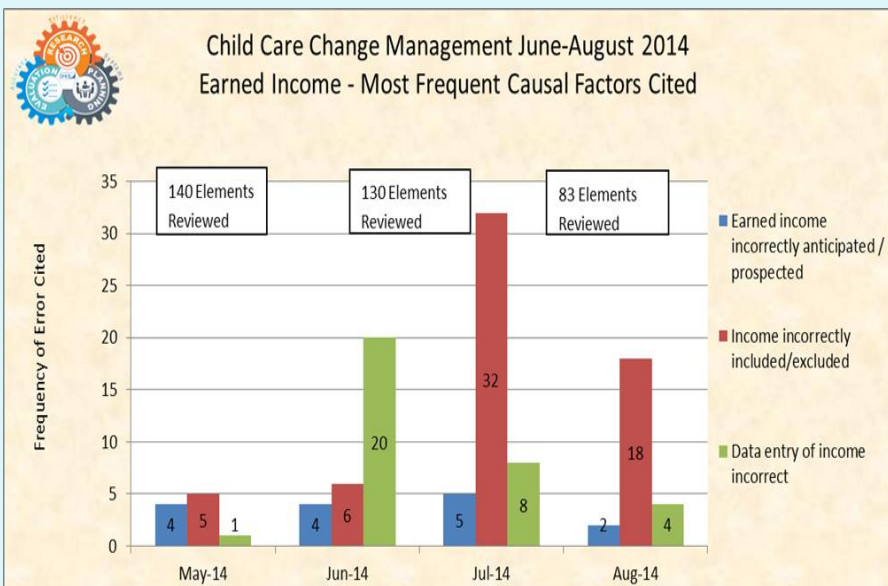
Internal Review - Child Care Change Management Overall Element Accuracy Comparison



Child Care: Change Management



Child Care: Change Management



Child Care Success Stories

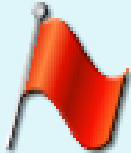
Interview:

1. Procedure: Removed Causal - Program Case in incorrect mode
2. Application: Removed Causal – Application not current/not found

Change Management:

1. Procedure: Removed Causal - VR requested information not needed
2. Earned Income: Removed Causal – Past 30 days income not obtained/not requested

Child Care: Steps to Improvement

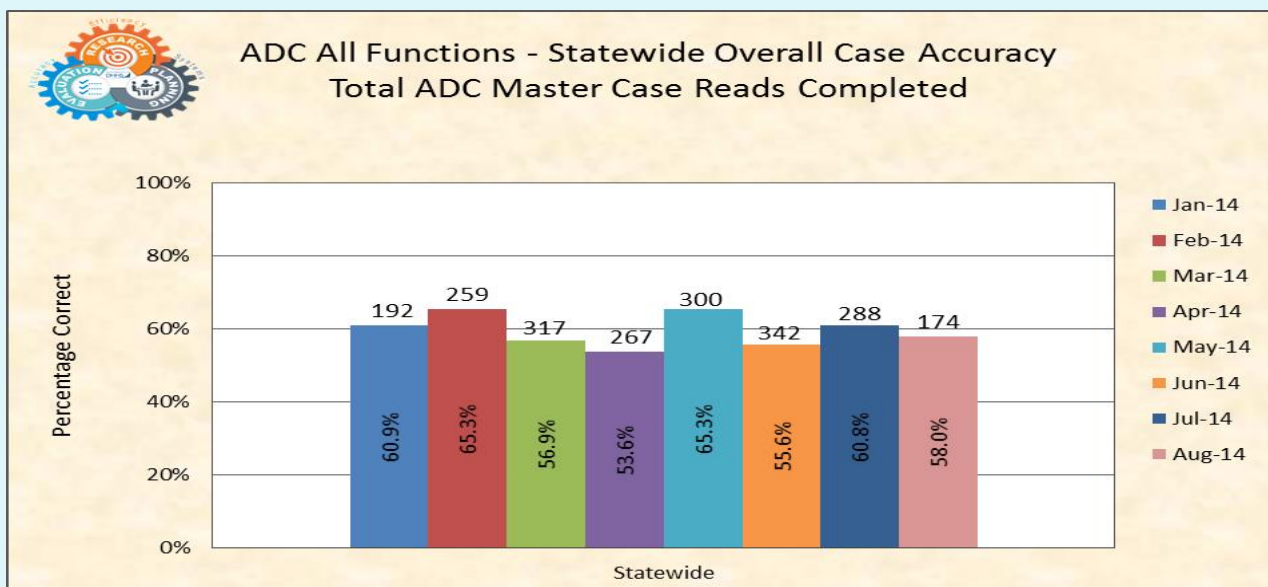
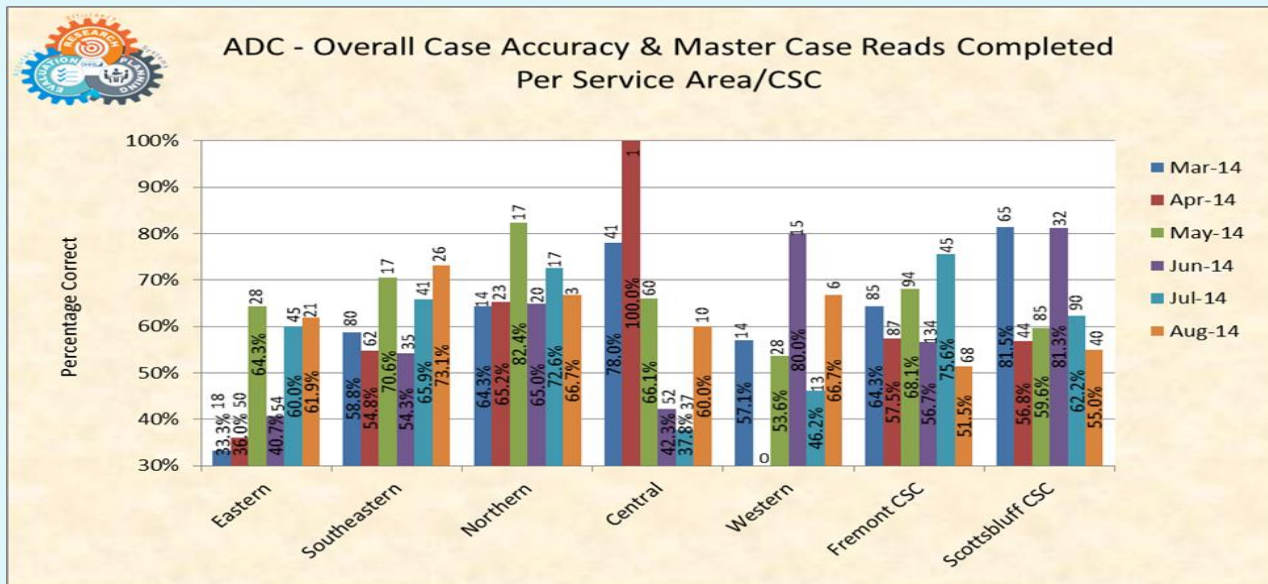


Processing/Change Management:

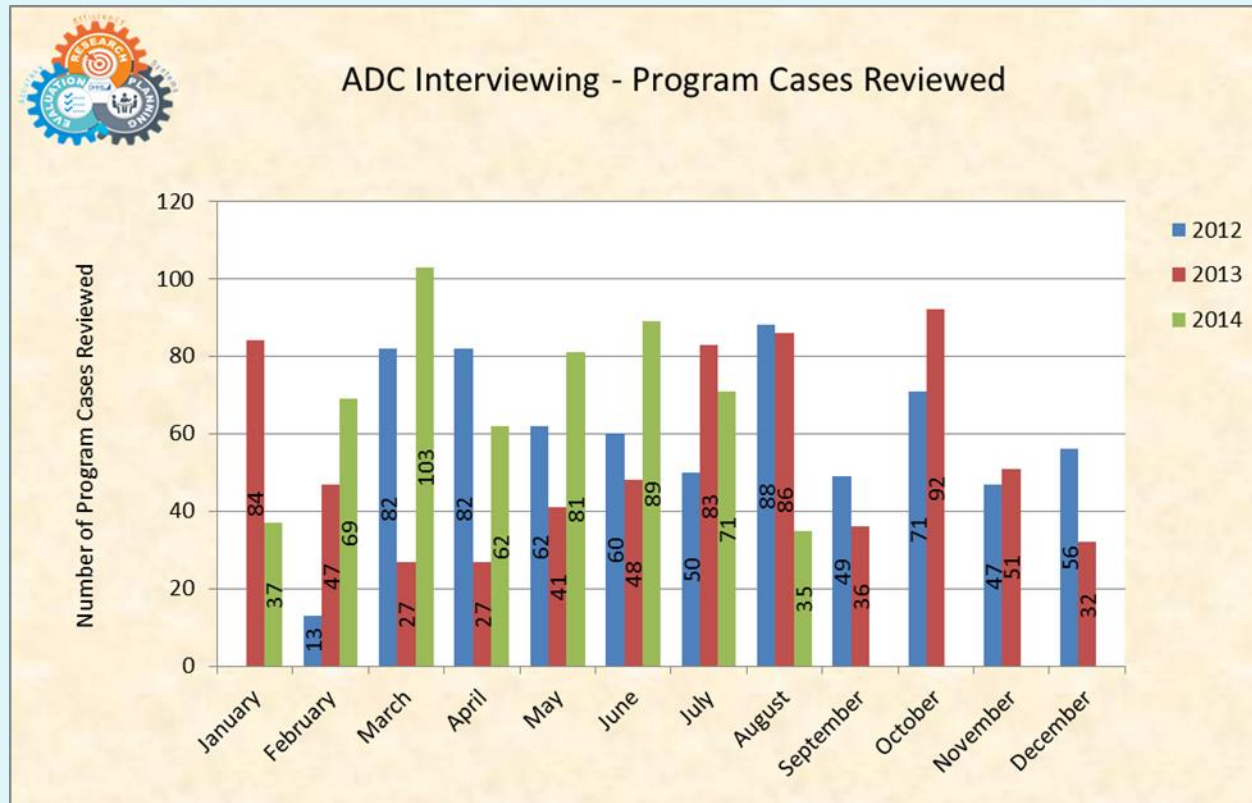
- Creating a work group to create a calendar and/or spreadsheet for correct child care authorizations: Kathy Shambaugh

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Aid to Dependent Children Accuracy



Aid to Dependent Children: Interviewing Program Case Reads



Aid to Dependent Child : Interviewing

Strengths/Accomplishments:

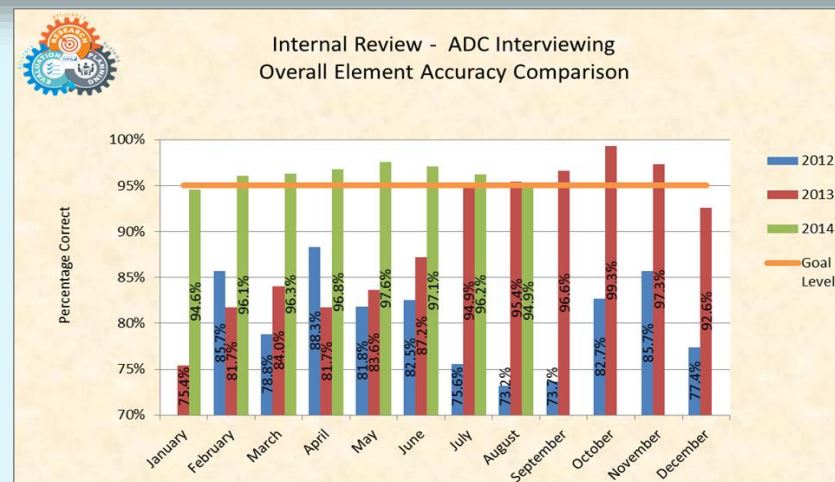
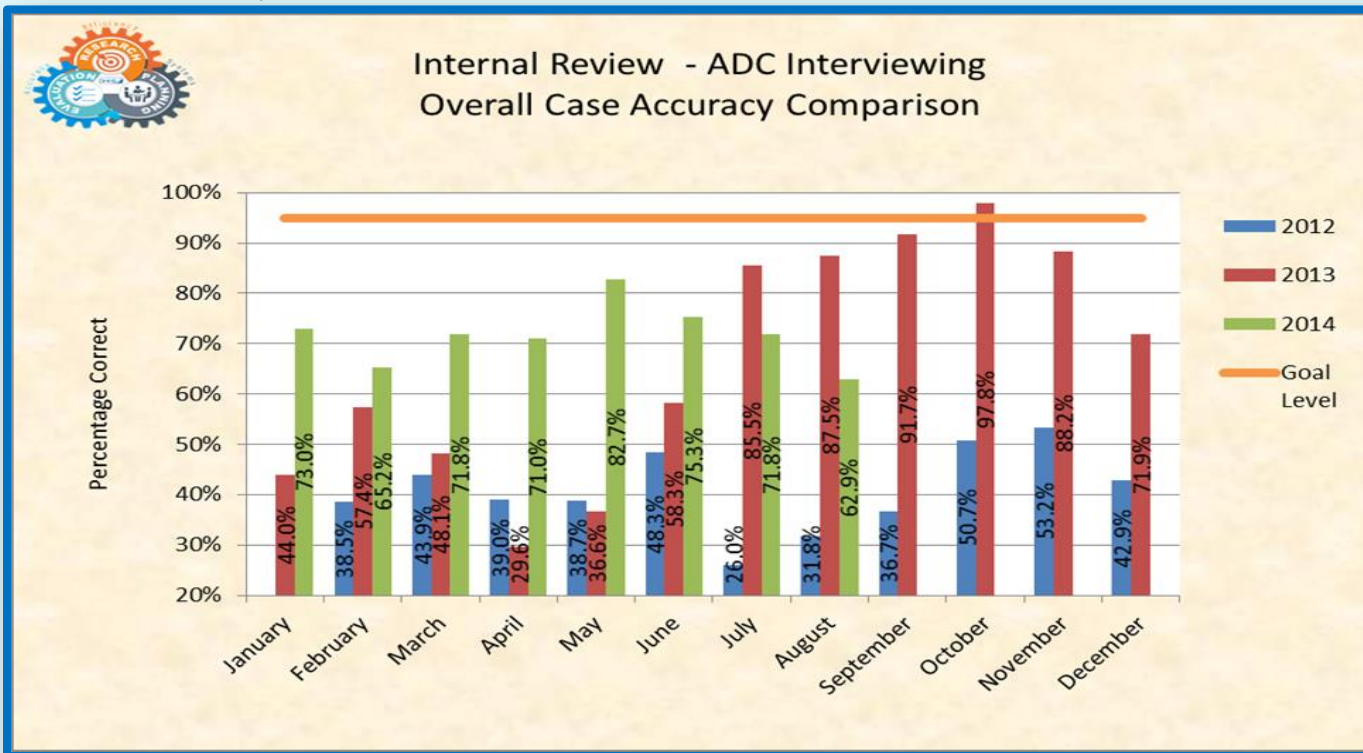
R.E.P. Released:

1. End of Employment: 9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts: 8/18/2014

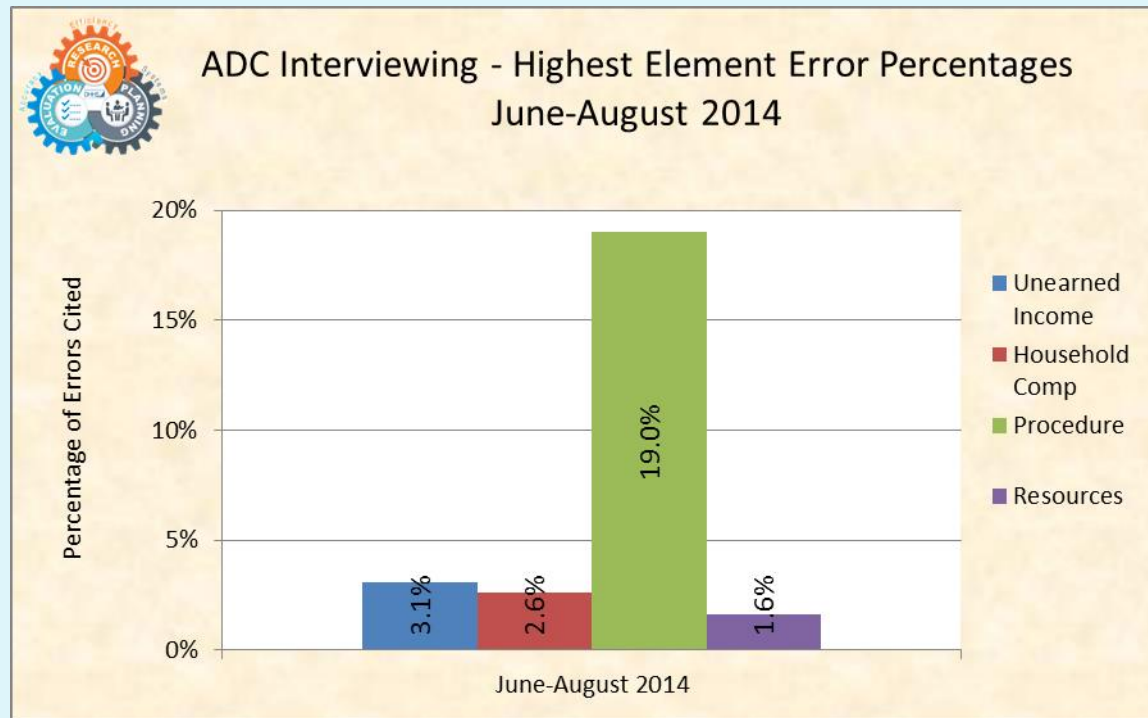
Action Items:

Barriers:

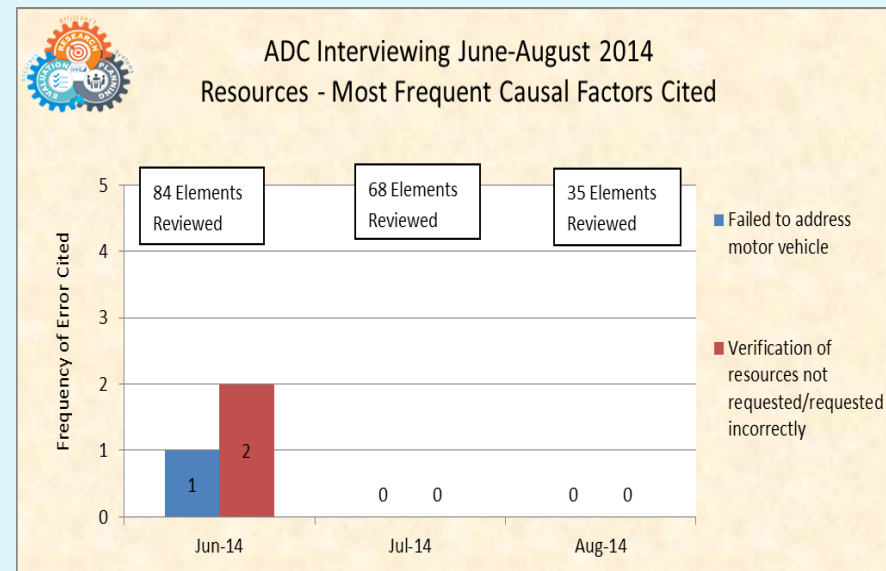
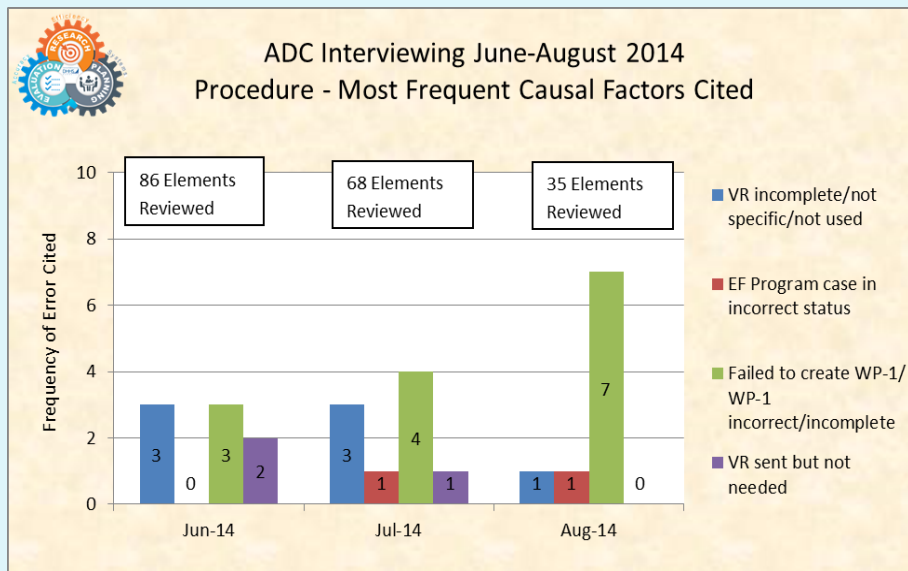
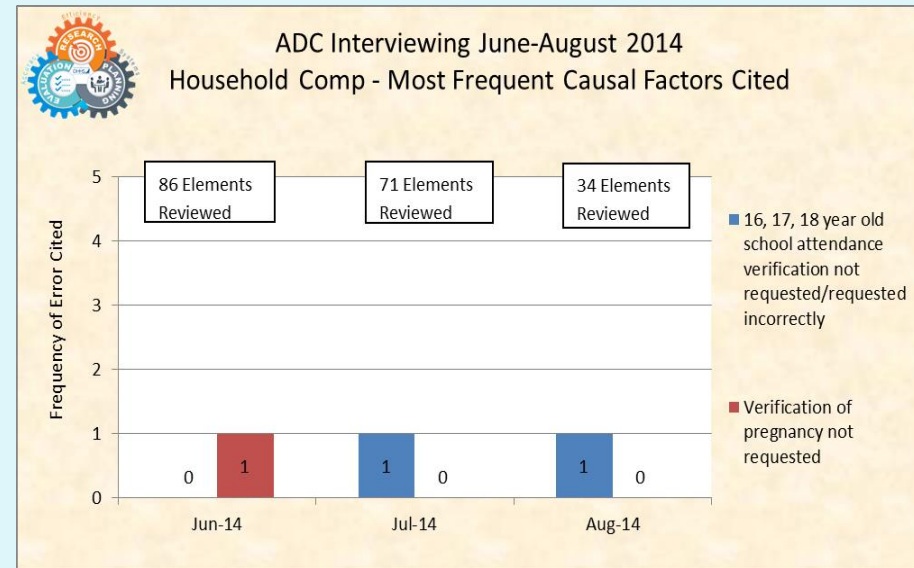
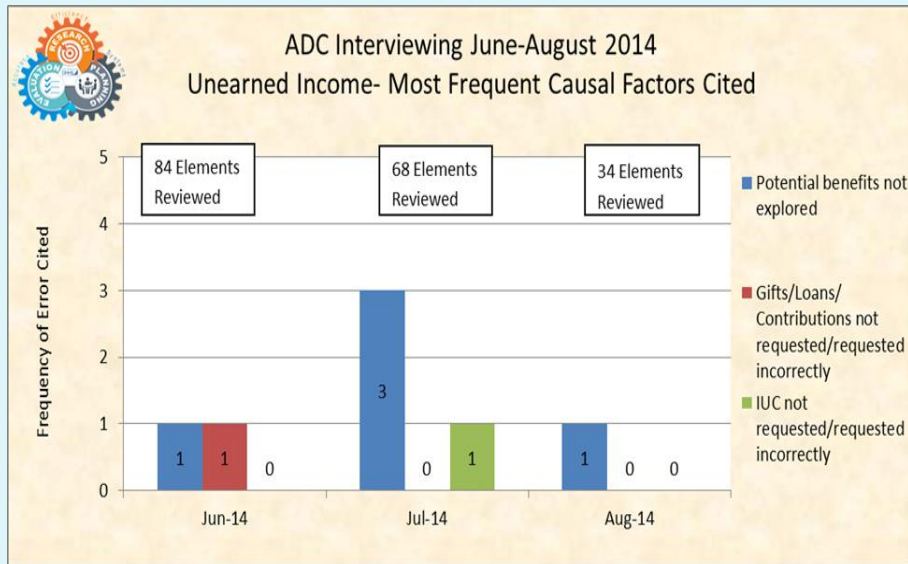
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



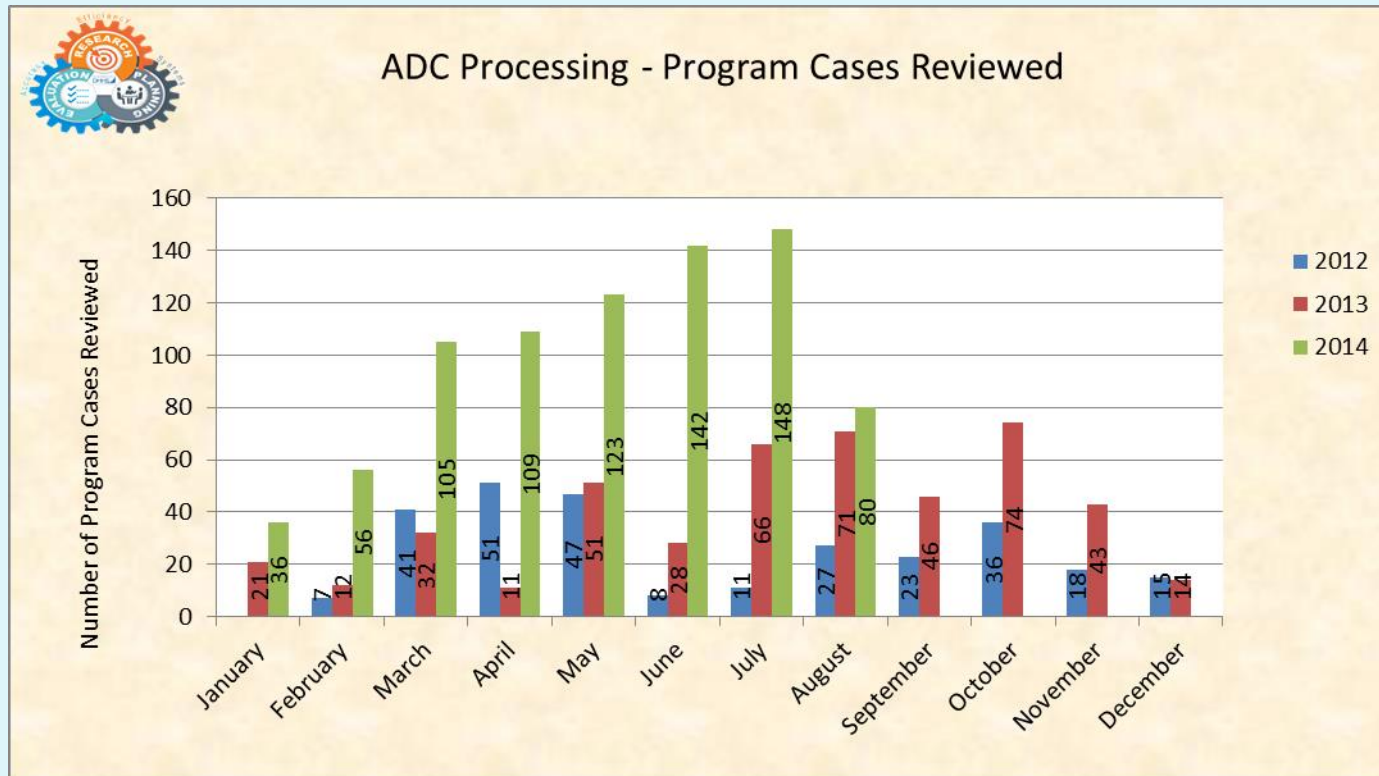
Aid to Dependent Children: Interviewing



Aid to Dependent Children: Interviewing



Aid to Dependent Children: Processing Program Case Reads



Aid to Dependent Child : Processing

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment:
9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts:
8/18/2014

SCR:

1. SCR 15116 for November requires ADC budget to be run when an EF status or reason are updated.
2. SCR 15118 for November will create an alert for the EF worker when ADC budget is run.
3. SCR 15387 for November redesigns the WP – FS-1.

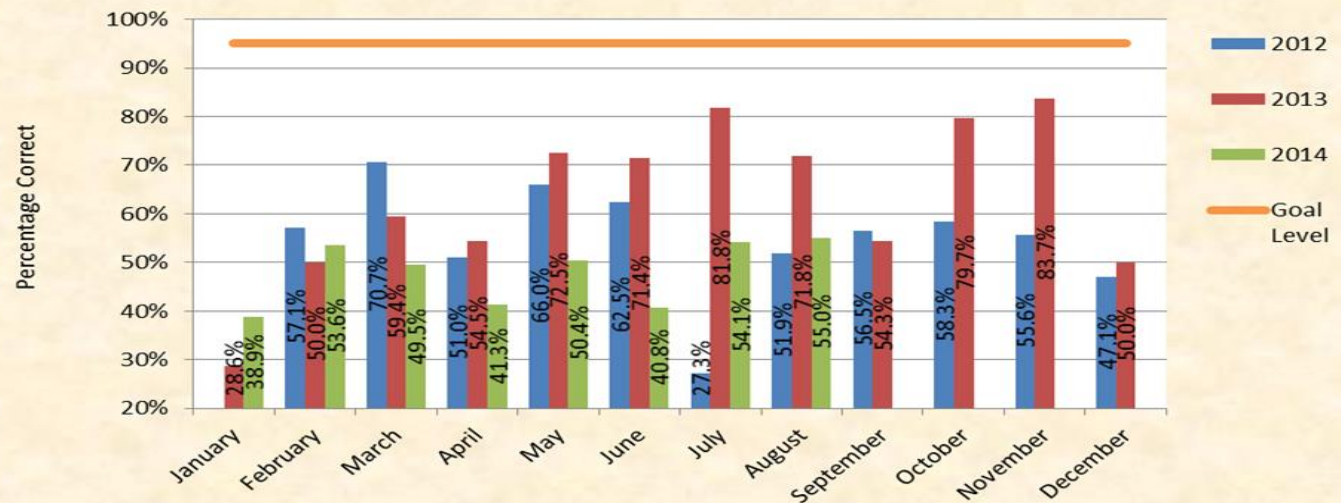
Action Items:

Barriers:

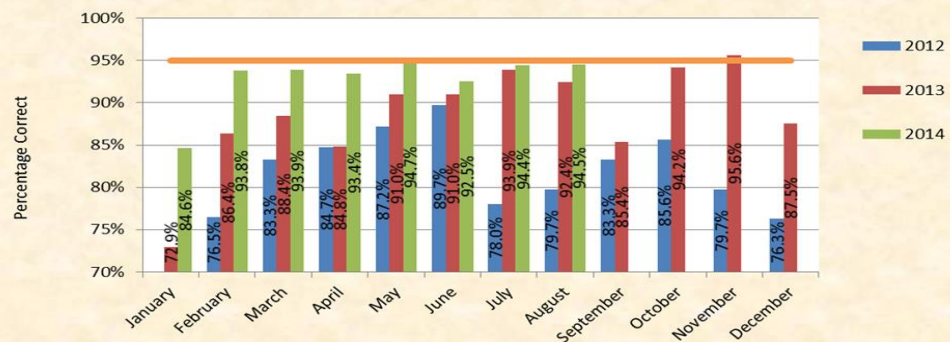
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



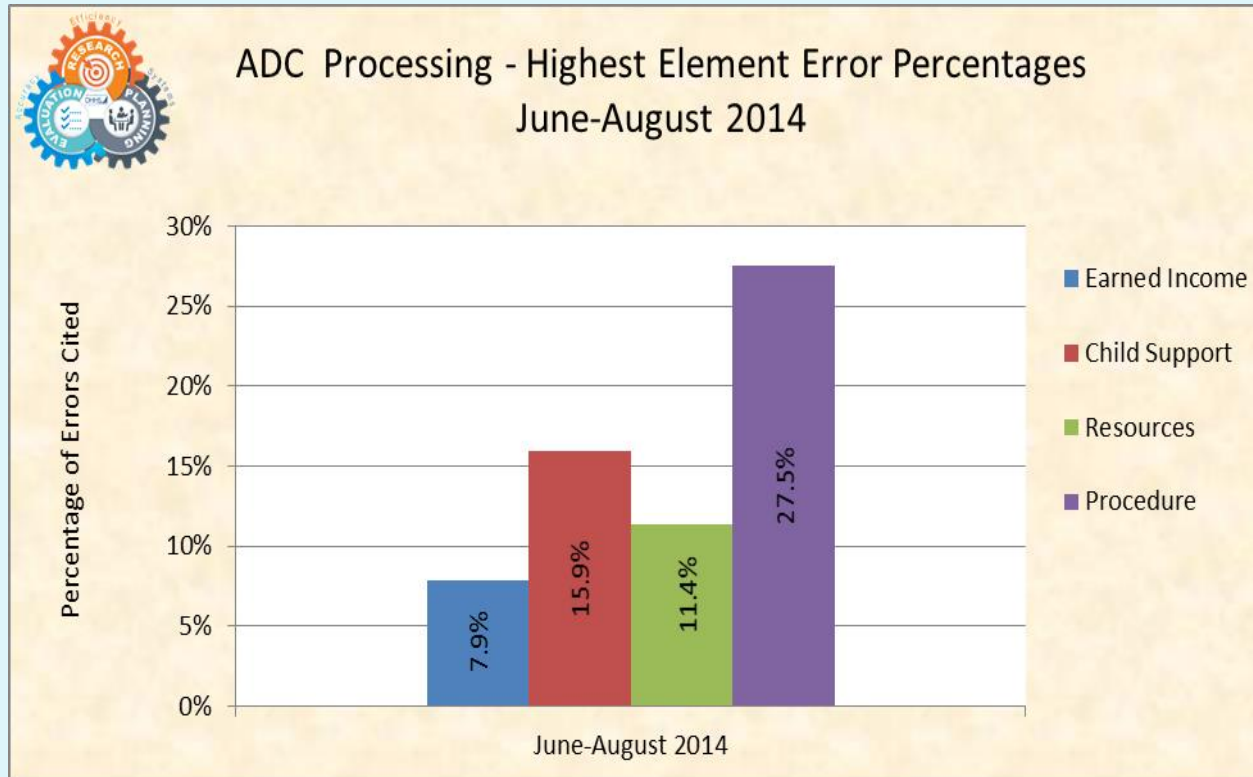
Internal Review - ADC Processing Overall Case Accuracy Comparison



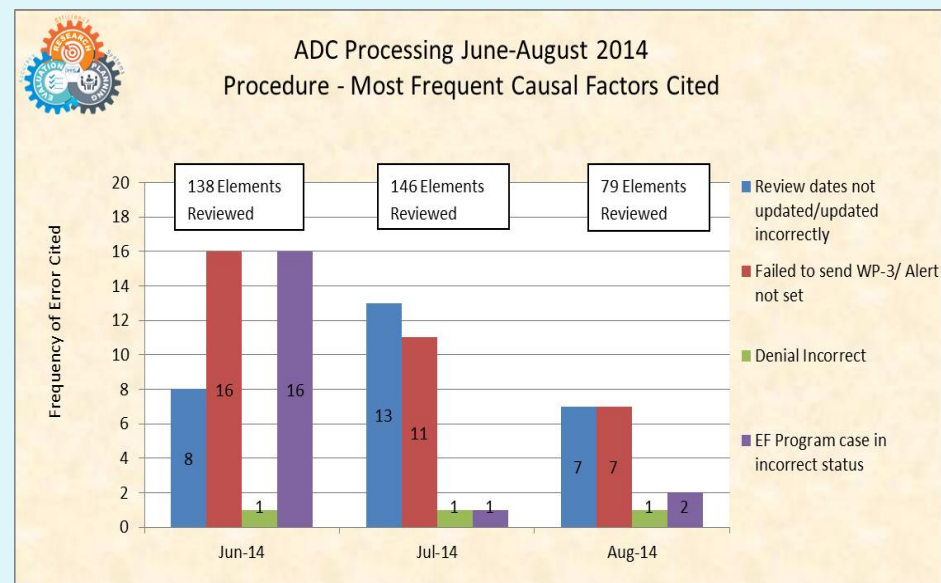
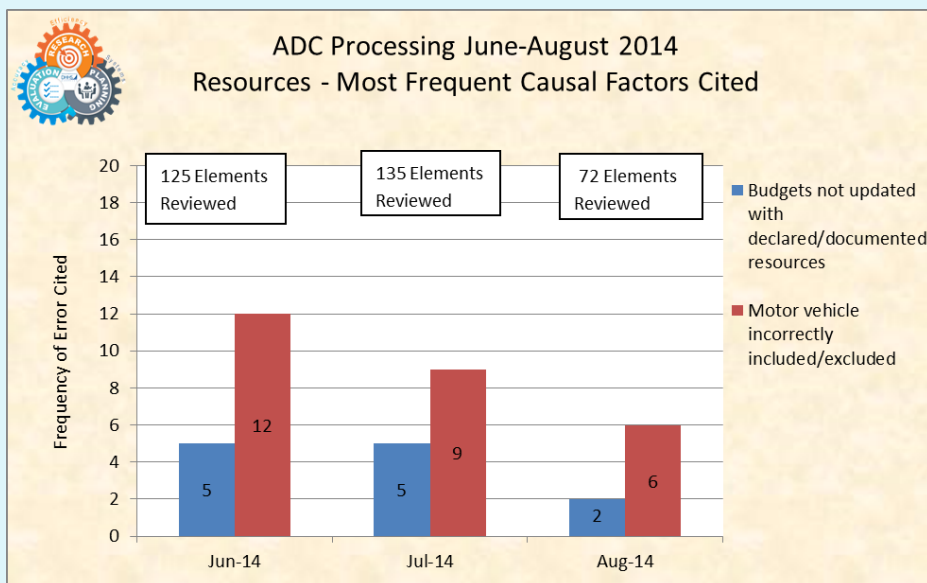
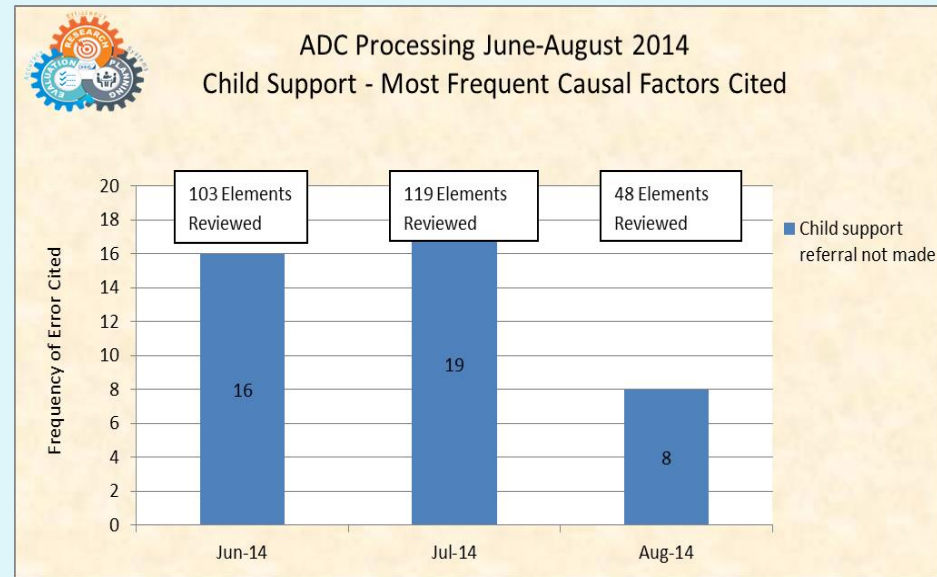
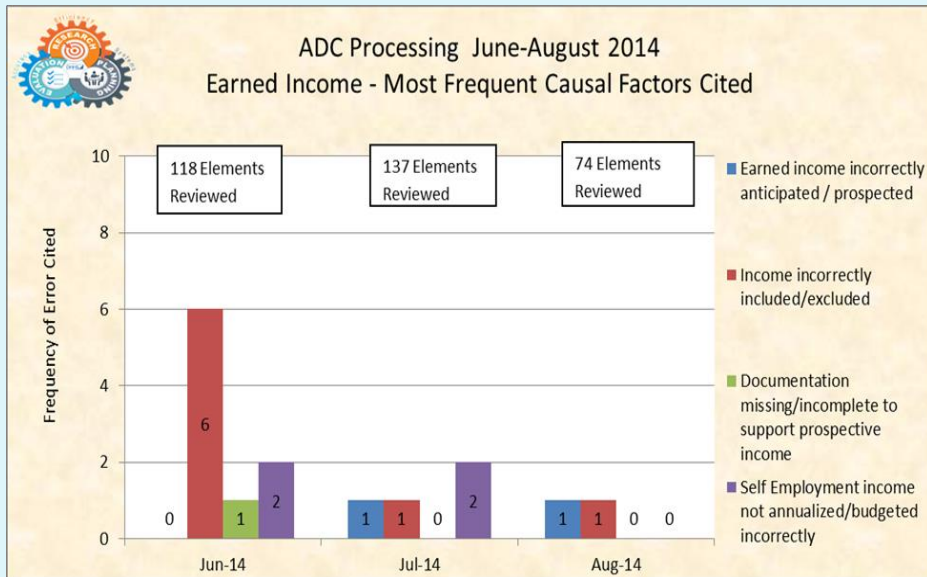
Internal Review - ADC Processing Overall Element Accuracy Comparison



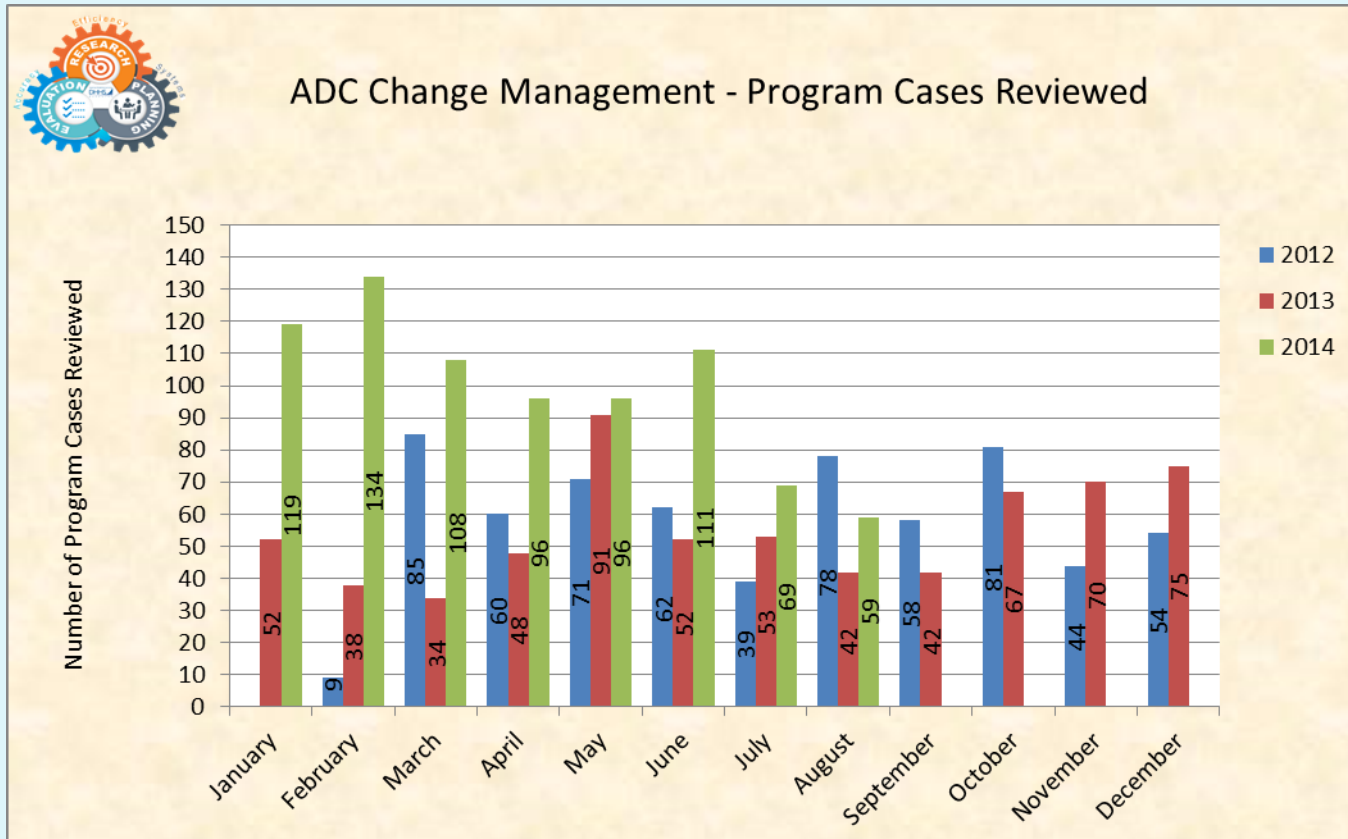
Aid to Dependent Children: Processing



Aid to Dependent Children: Processing



Aid to Dependent Children: Change Management Program Case Reads



Aid to Dependent Child : Change Management

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment: 9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts: 8/18/2014

SCR:

1. SCR 15146 configures 3rd trimester Unborns into the ADC case.

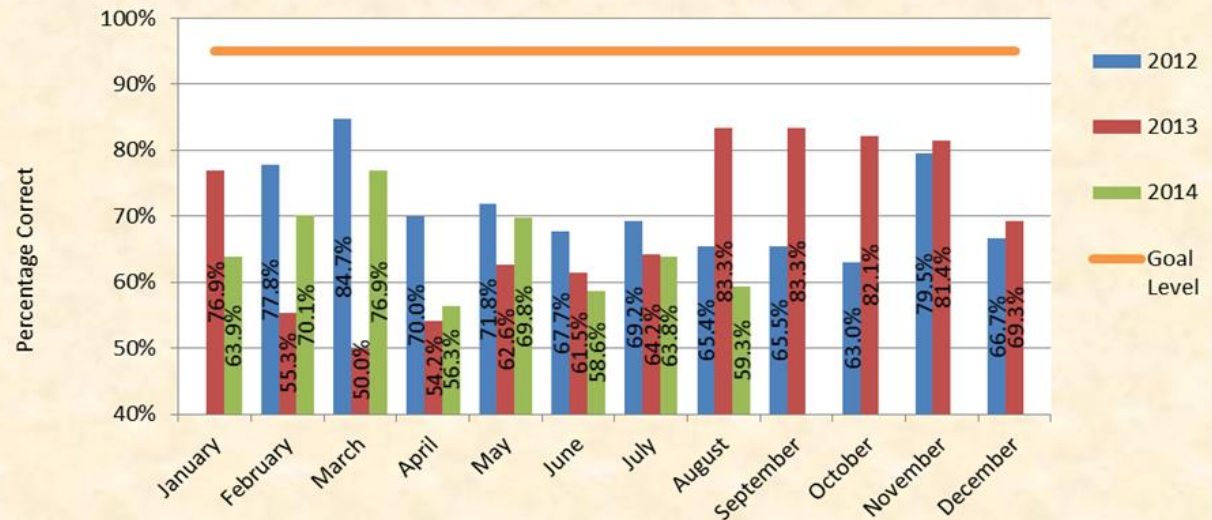
Action Items:

Barriers:

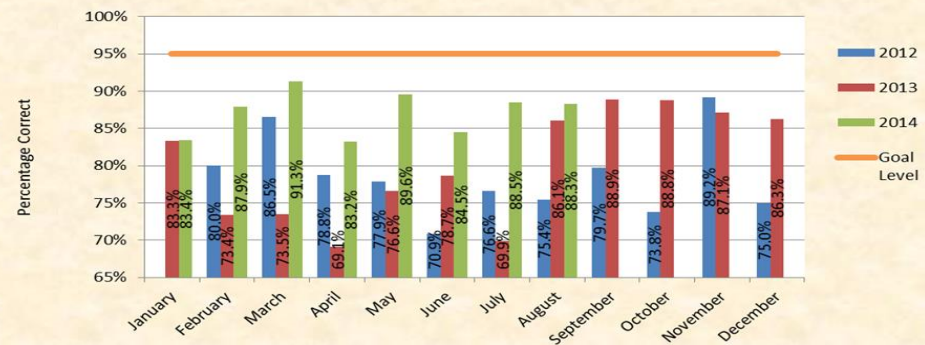
Goal Statement: The Aid to Dependent Children program will move towards the goal of 95% accuracy on actions taken on all Aid to Dependent Children household cases.



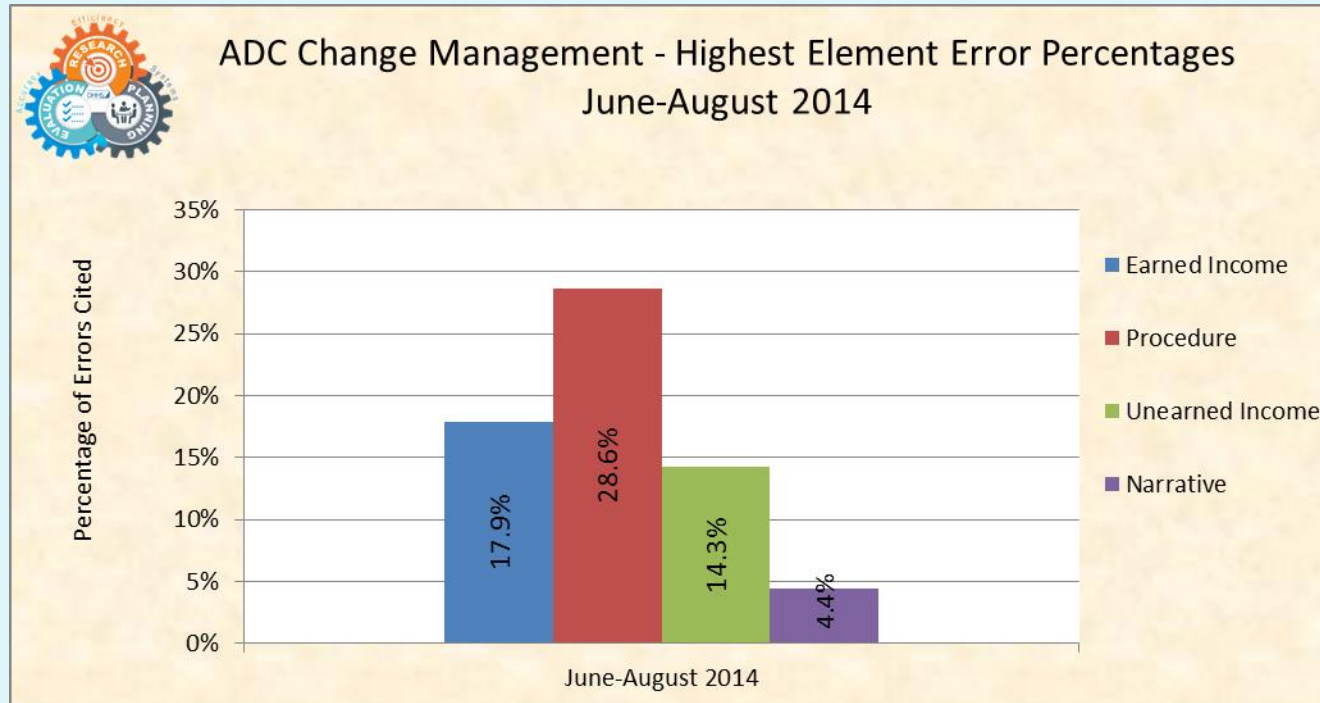
Internal Review - ADC Change Management Overall Case Accuracy Comparison



Internal Review - ADC Change Management Overall Element Accuracy Comparison



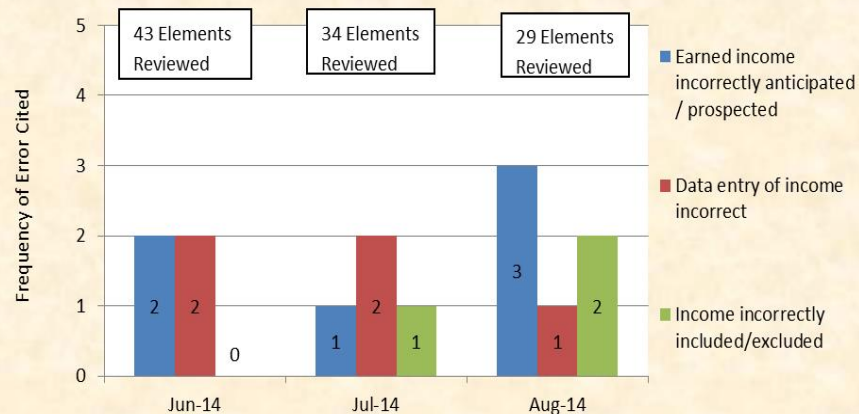
Aid to Dependent Children: Change Management



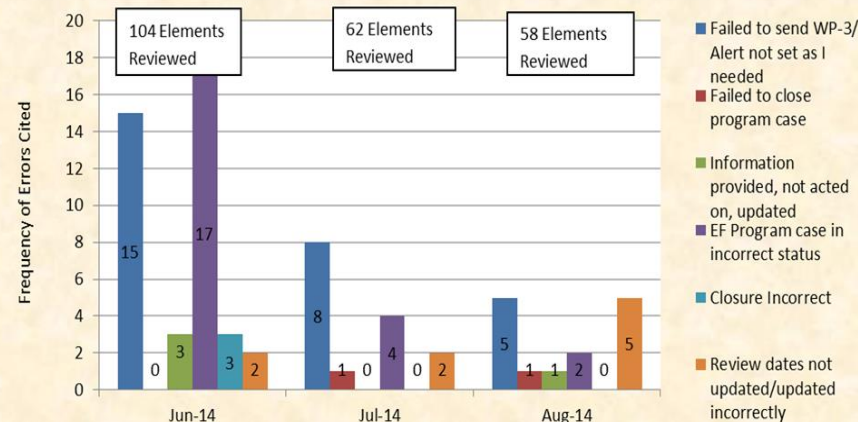
Aid to Dependent Children: Change Management



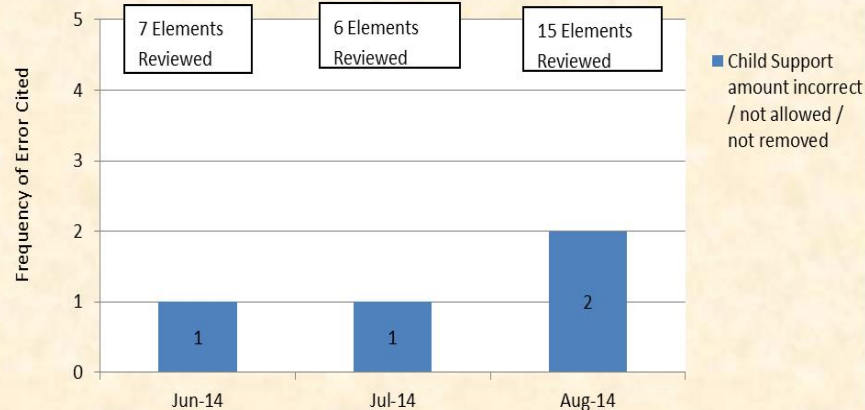
ADC Change Management June-August 2014
Earned Income - Most Frequent Causal Factors Cited



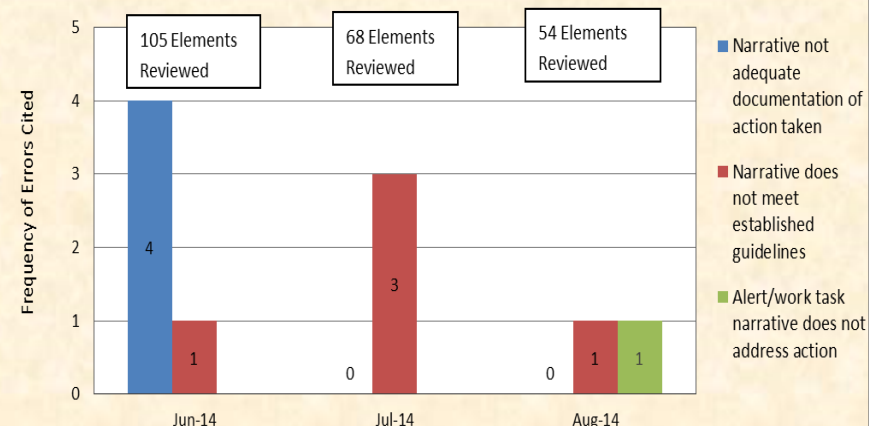
ADC Change Management June-August 2014
Procedure- Most Frequent Causal Factors Cited



ADC Change Management June-August 2014
Unearned Income - Most Frequent Causal Factors Cited



ADC Change Management June-August 2014
Narrative - Most Frequent Causal Factors Cited



ADC Success Stories

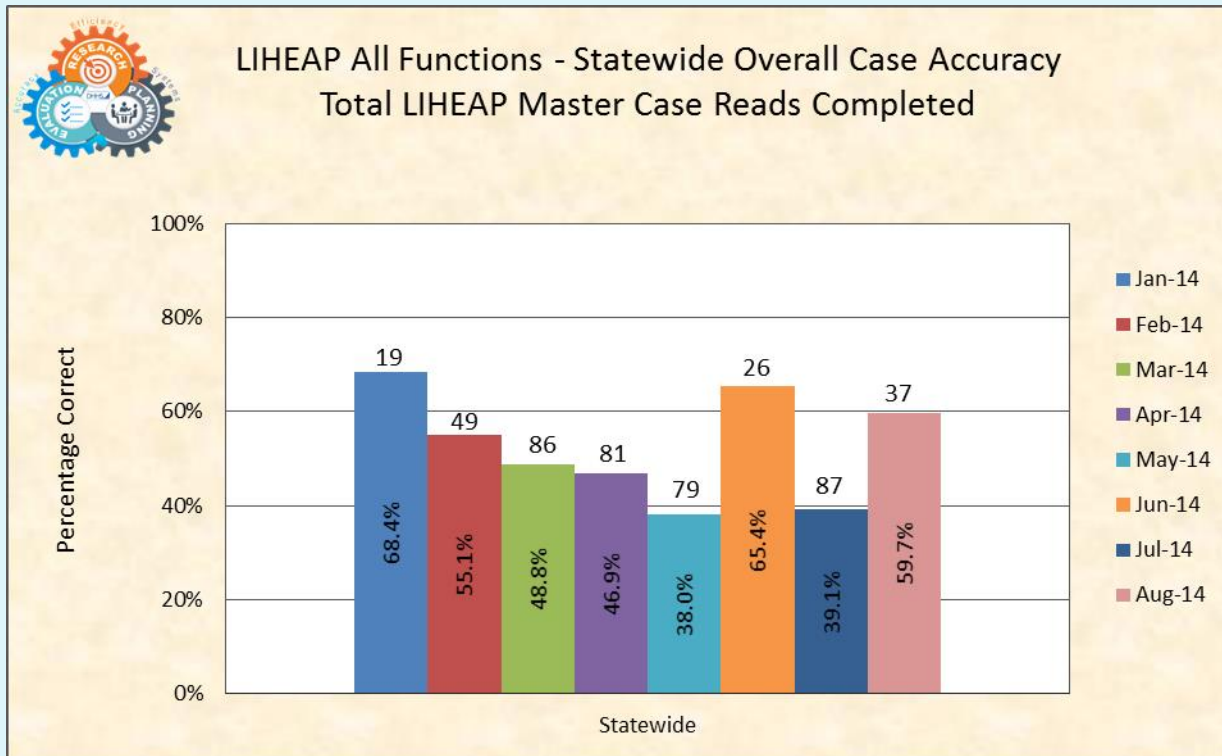
Interview

1. HH Comp: Removed Causal – Verification of family relationships not requested.

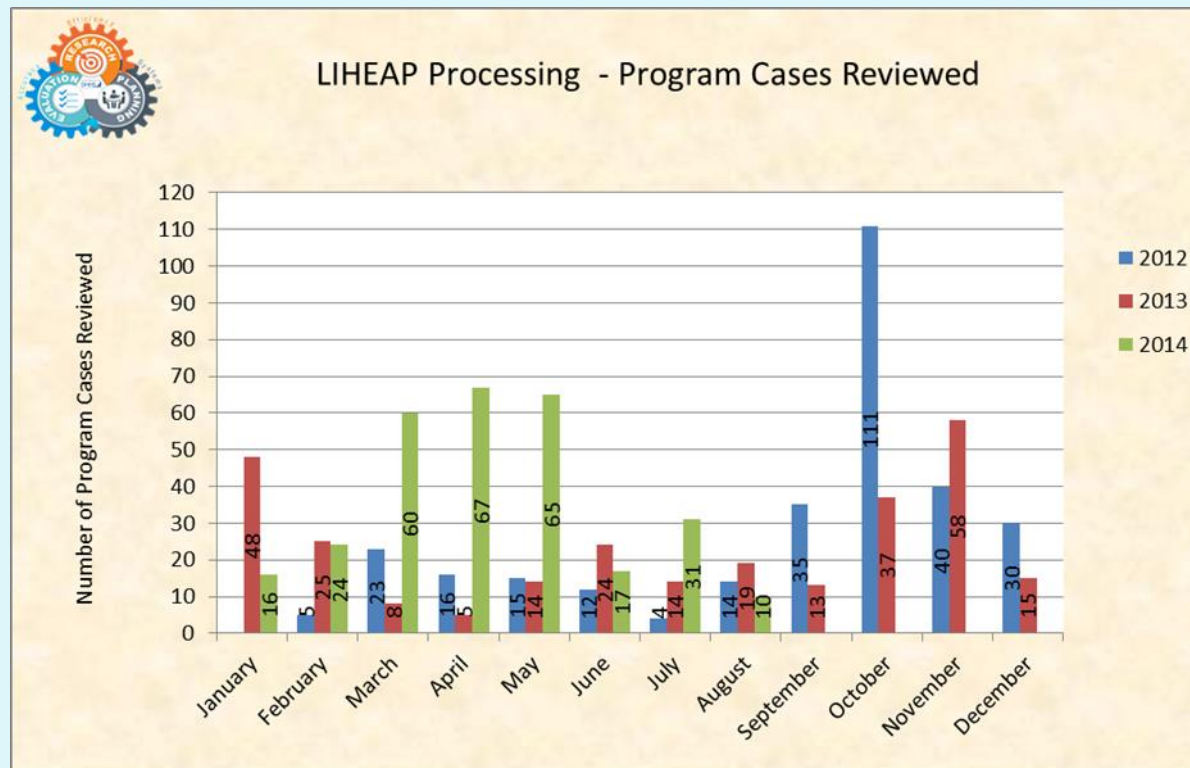
Processing

1. Resources: Removed Causals - Resources incorrectly included/Resources incorrectly excluded.

Low-Income Home Energy Assistance Program: Accuracy



Low-Income Home Energy Assistance Program Processing Program Case Reads



Low Income Home Energy Assistance Program: Processing

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment: 9/2/2014
2. LIHEAP Tips: 9/2/2014
3. SAVE: 8/25/2014
4. Managing Alerts: 8/18/2014

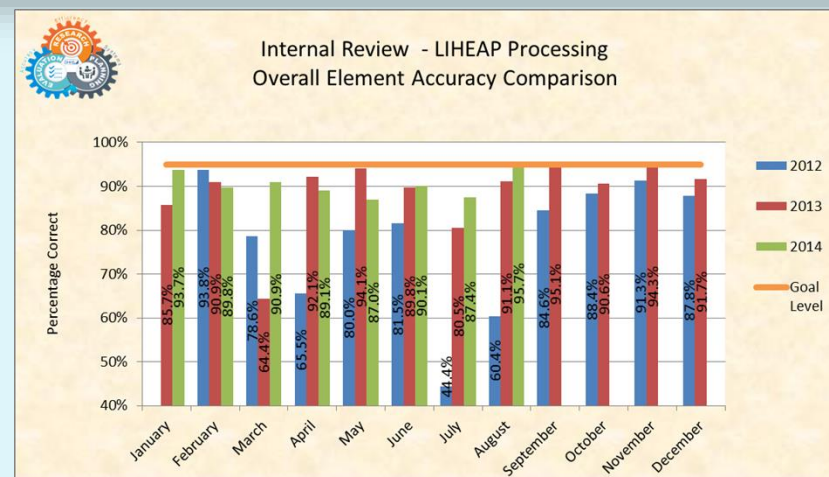
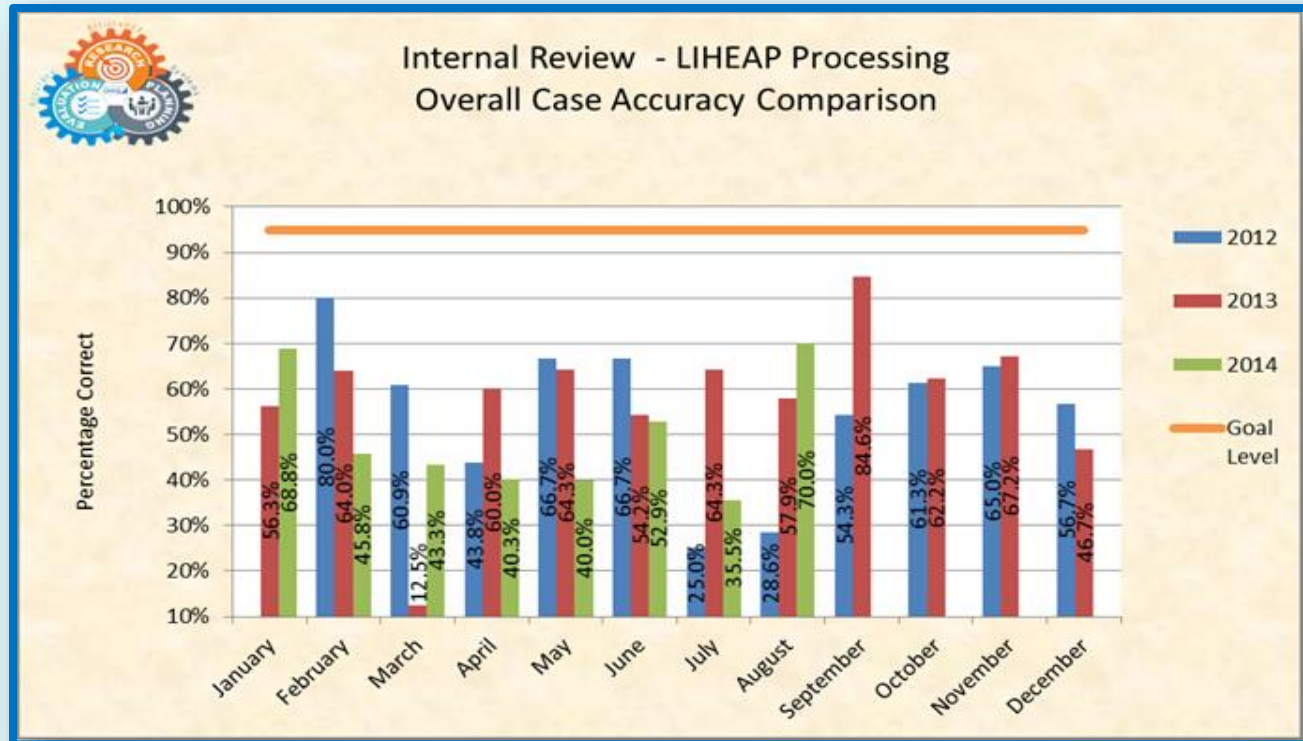
SCR:

1. In July, MESA has been updated to be able to run more cases, preventing work task creation.
2. SCR 16004 for November will disable budgeting on closed LIHEAP cases.

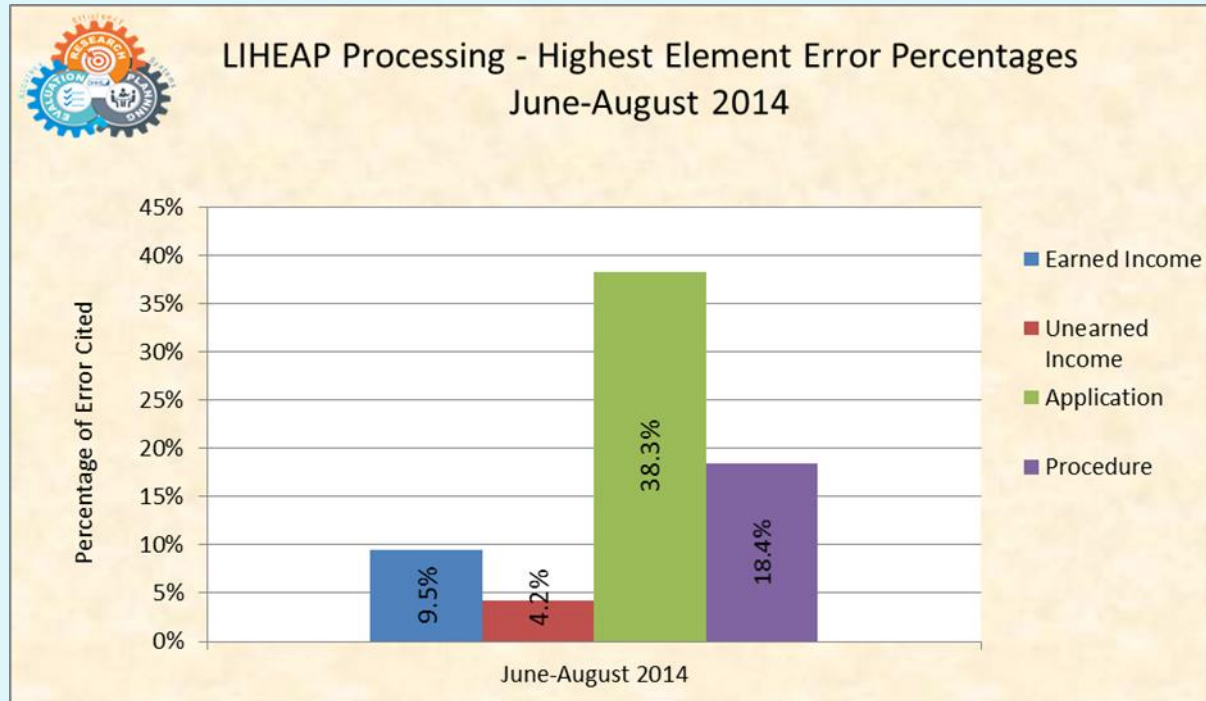
Action Items:

Barriers:

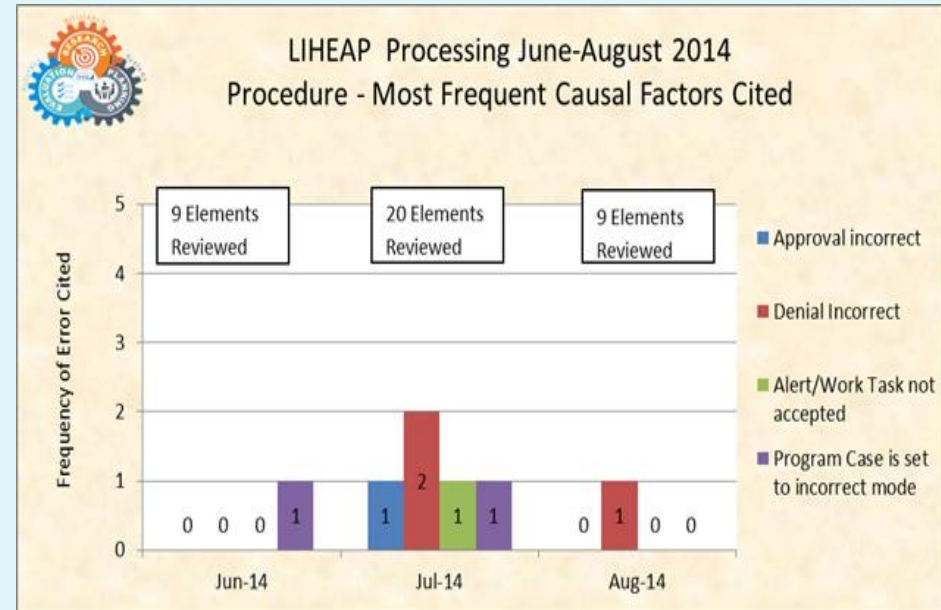
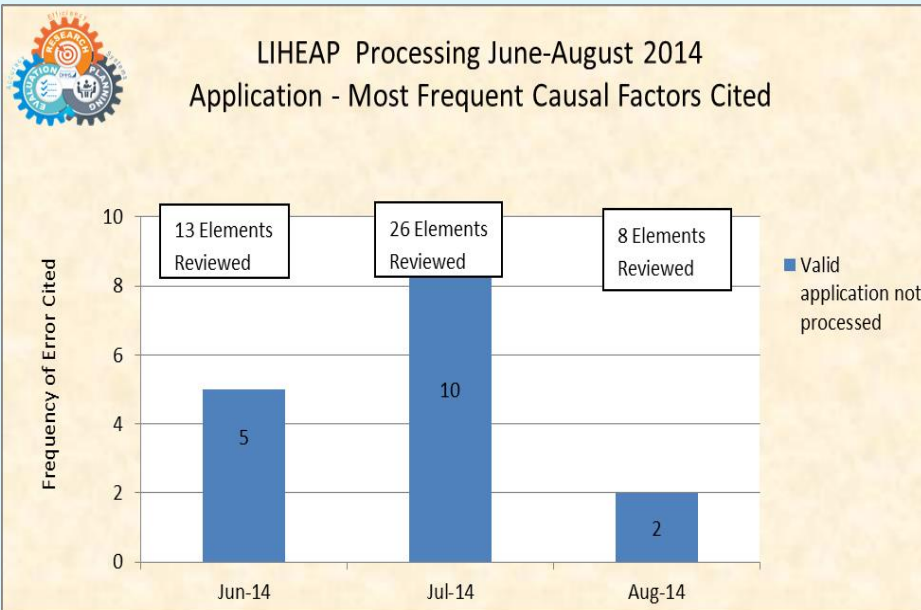
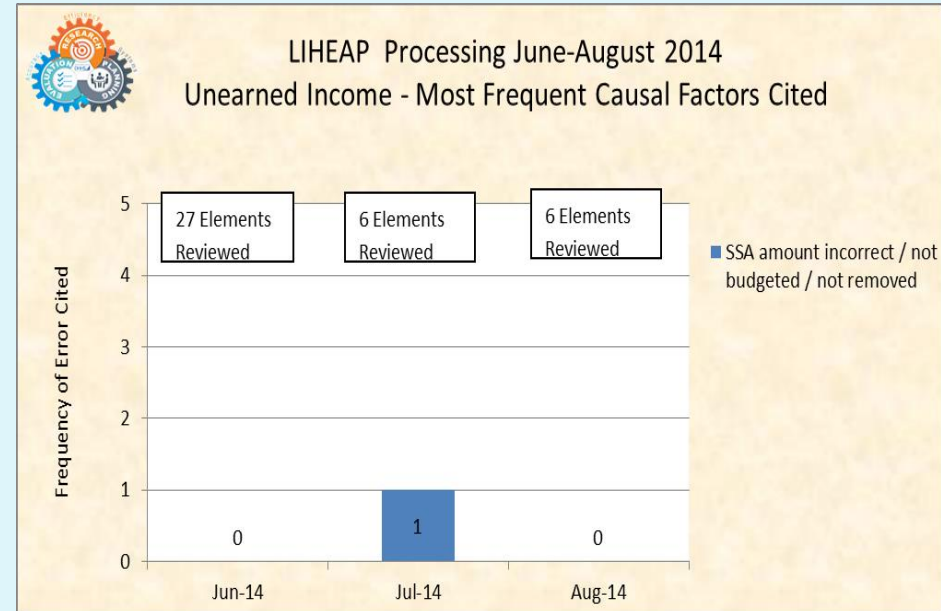
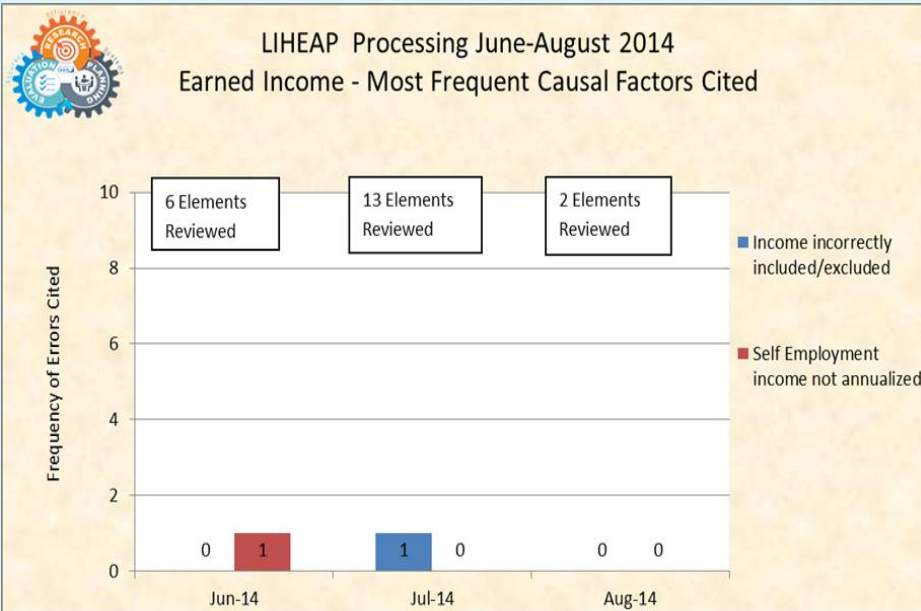
Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



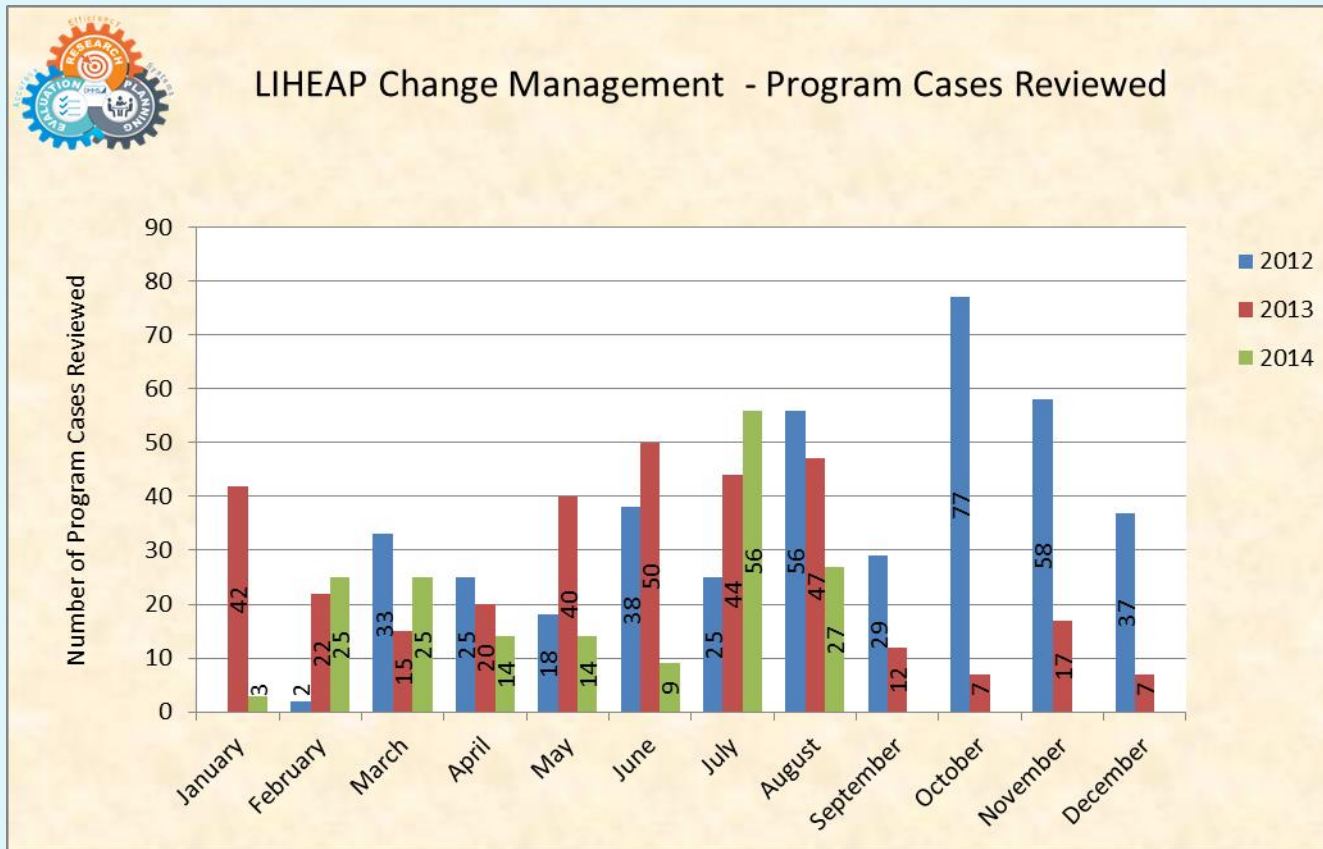
Low Income Home Energy Assistance Program: Processing



Low-Income Home Energy Assistance Program: Processing



Low-Income Home Energy Assistance Program: Change Management Program Case Reads



Low Income Energy Assistance Program: Change Management

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment: 9/2/2014
2. LIHEAP Tips: 9/2/2014
3. SAVE: 8/25/2014
4. Managing Alerts: 8/18/2014

Action Items:

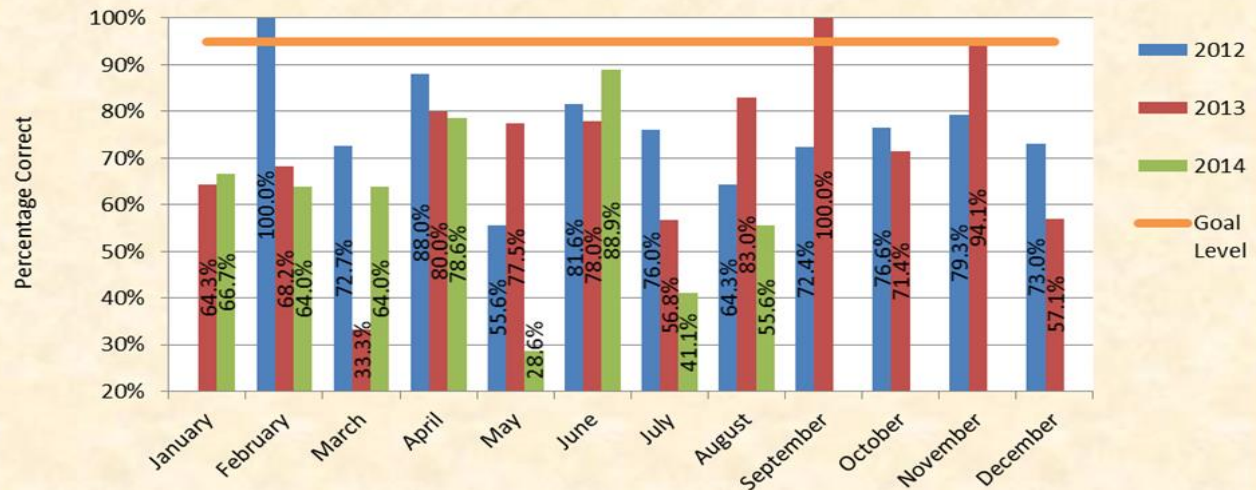
1. In July, MESA has been updated to be able to run more cases, preventing work task creation.
2. LIHEAP overpayments/sanctions will be recorded in N-FOCUS.

Barriers:

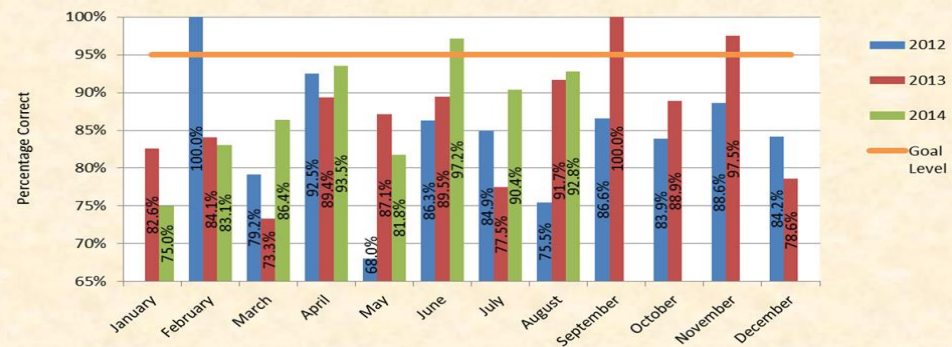
Goal Statement: Goal Statement: The Low-Income Home Energy Assistance Program program will move towards the goal of 95% accuracy on actions taken on all Low-Income Home Energy Assistance Program household cases.



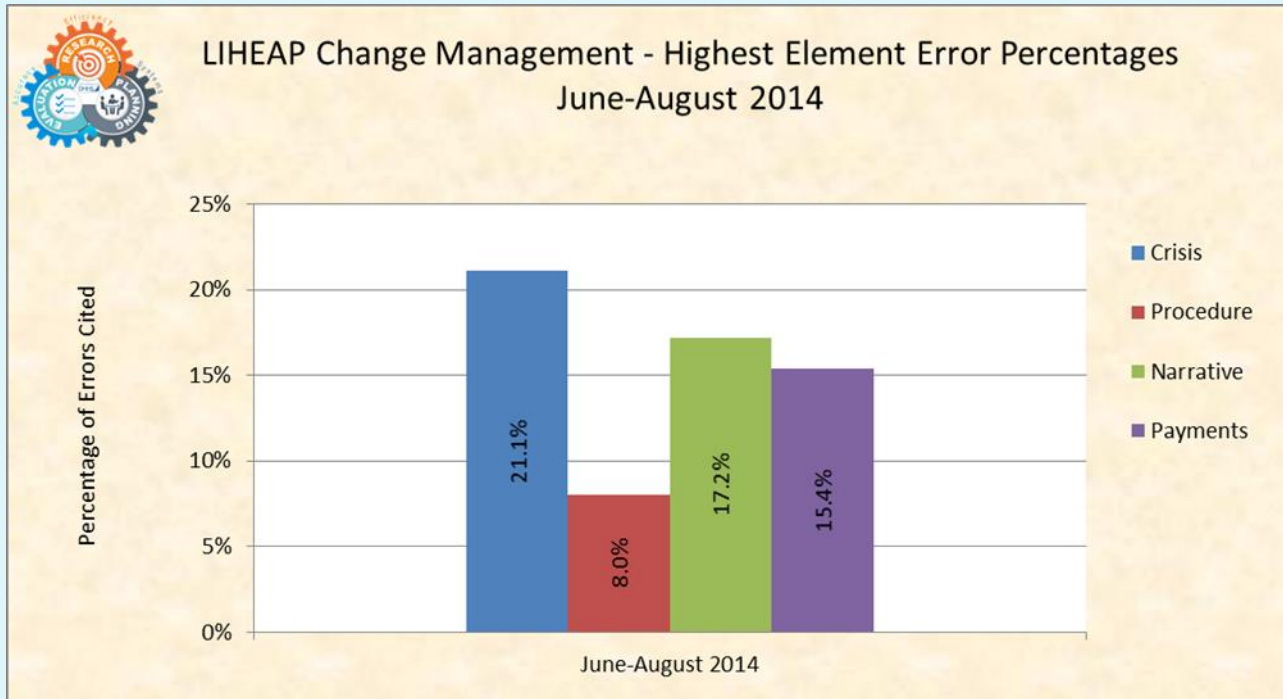
Internal Review - LIHEAP Change Management Overall Case Accuracy Comparison



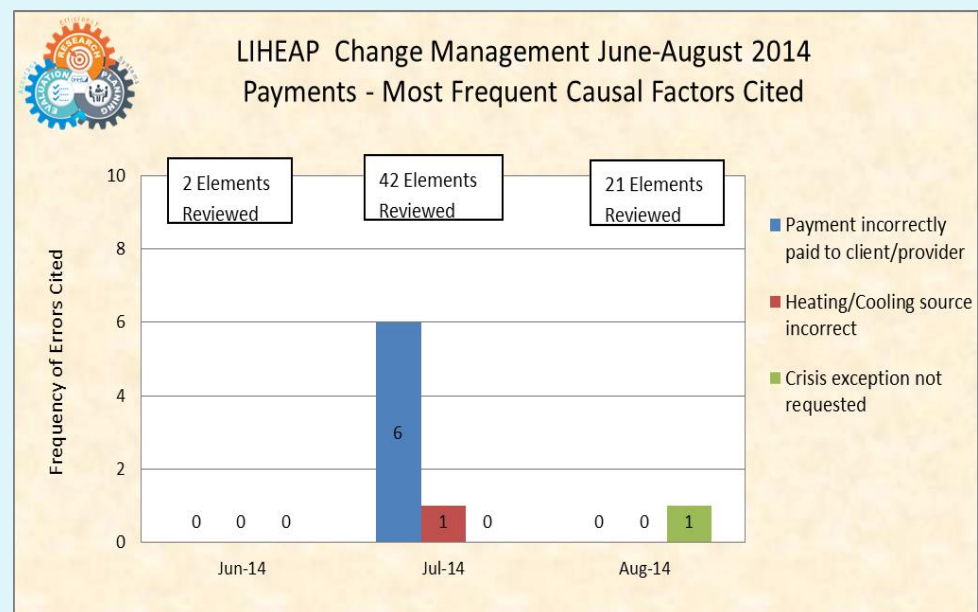
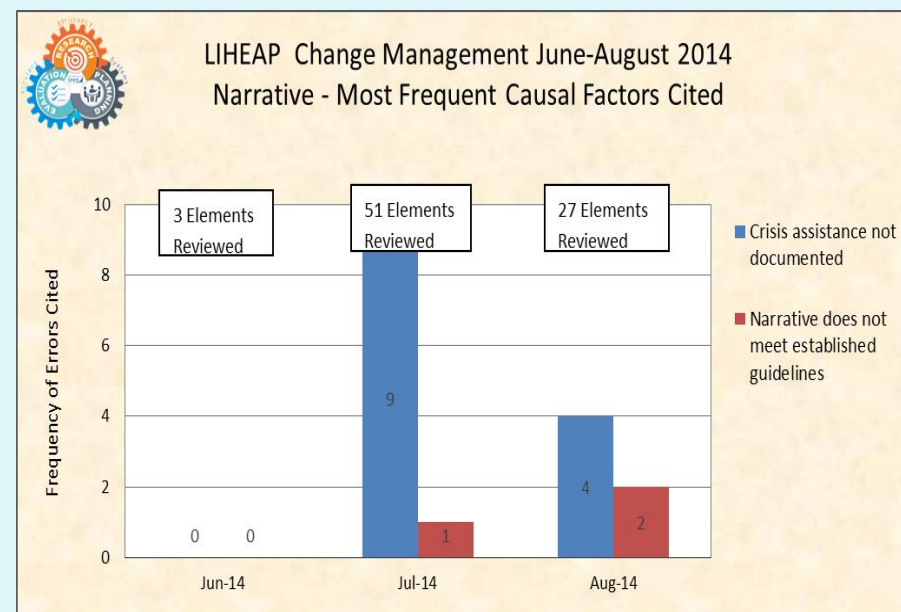
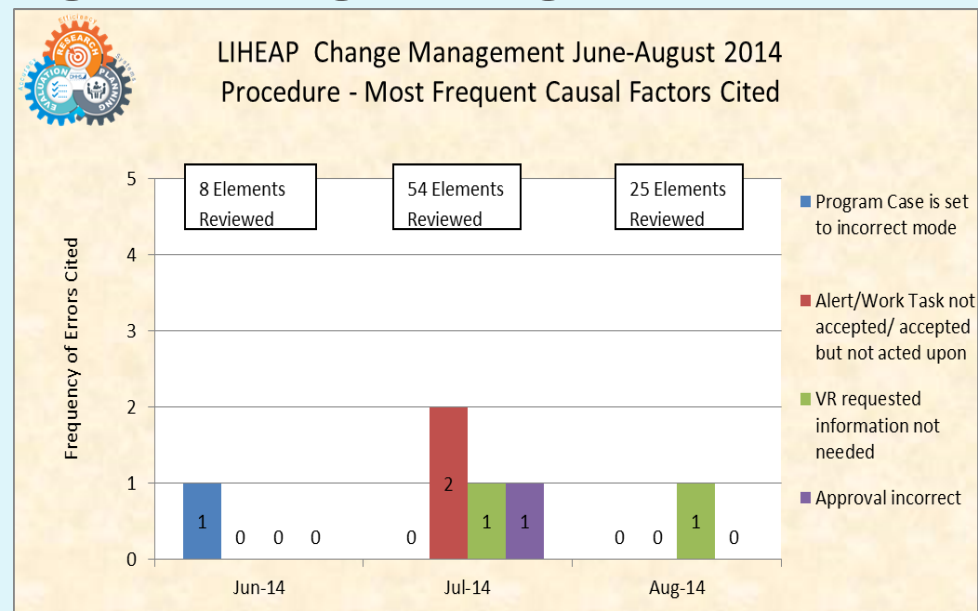
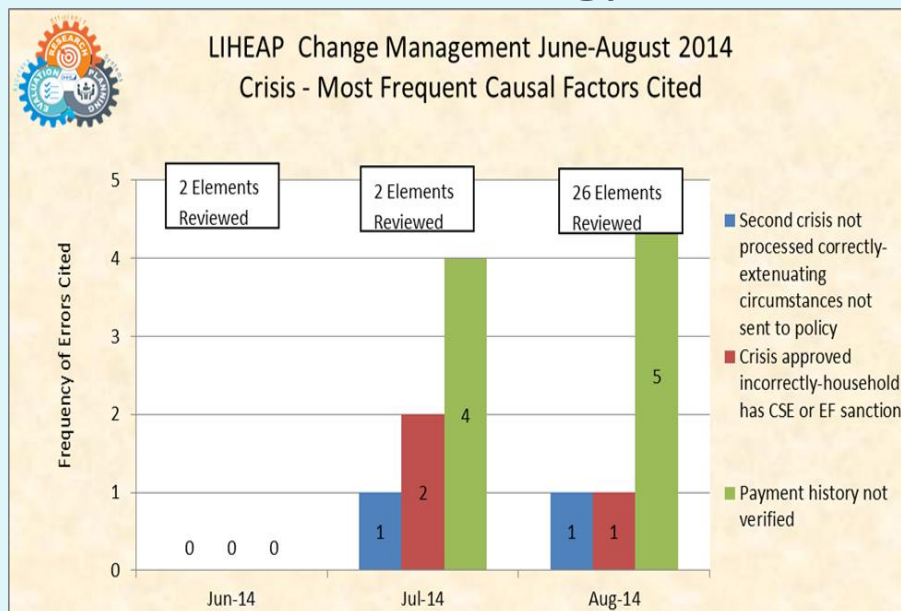
Internal Review - LIHEAP Change Management Overall Element Accuracy Comparison



Low-Income Home Energy Assistance Program: Change Management



Low-Income Home Energy Assistance Program: Change Management

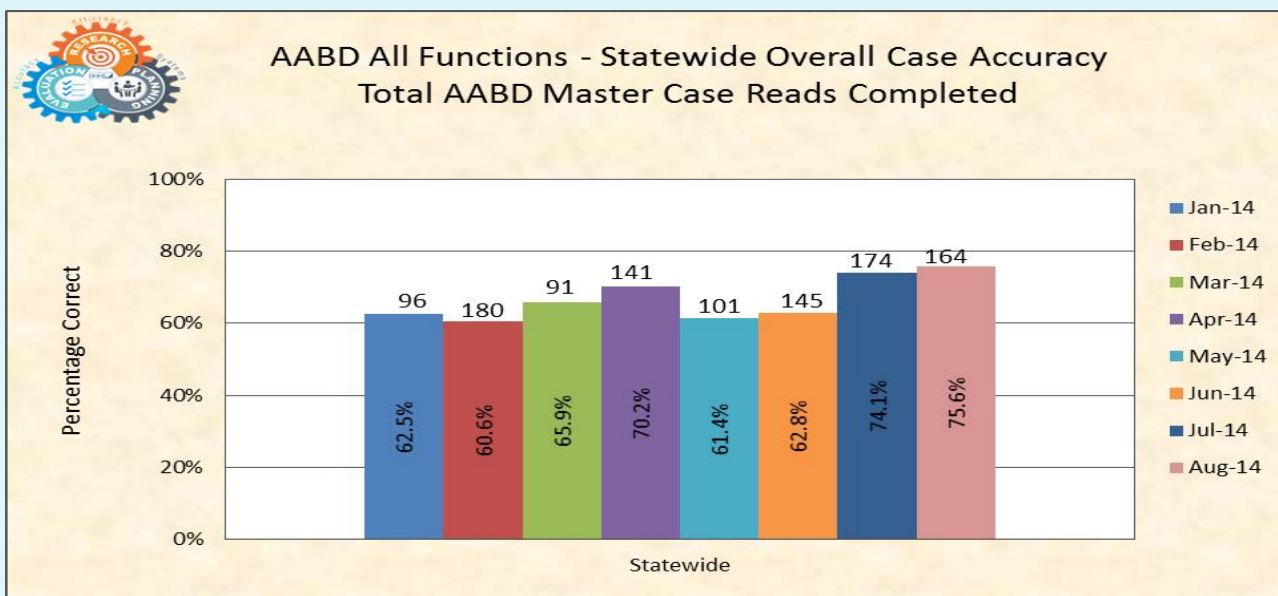
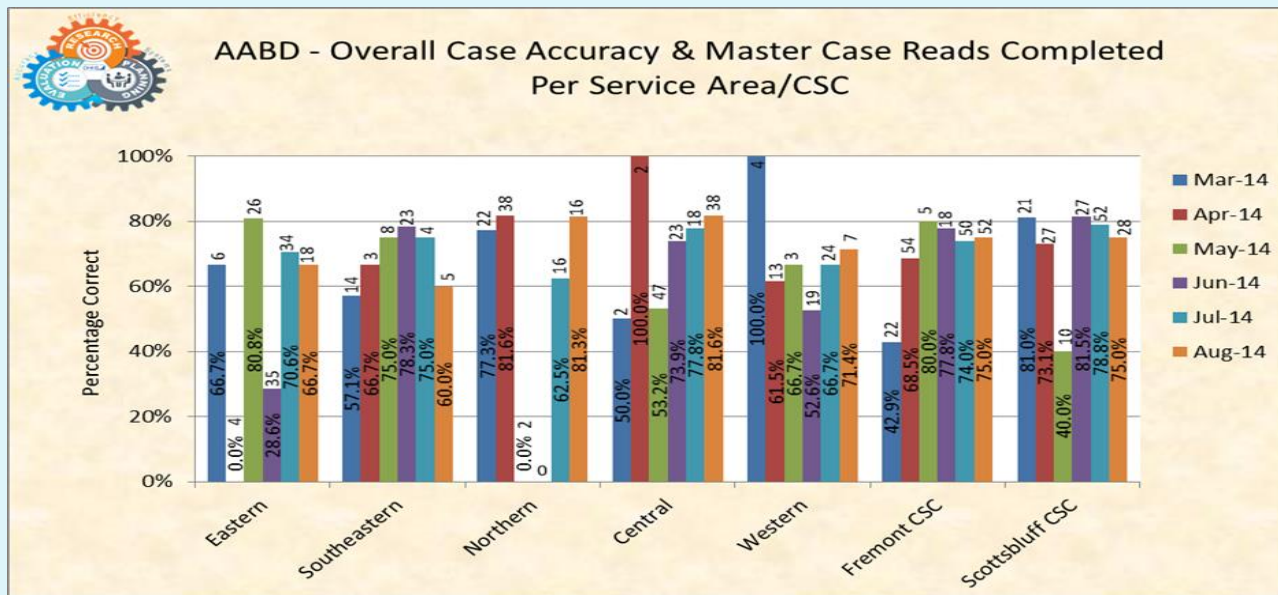


LIHEAP Success Stories

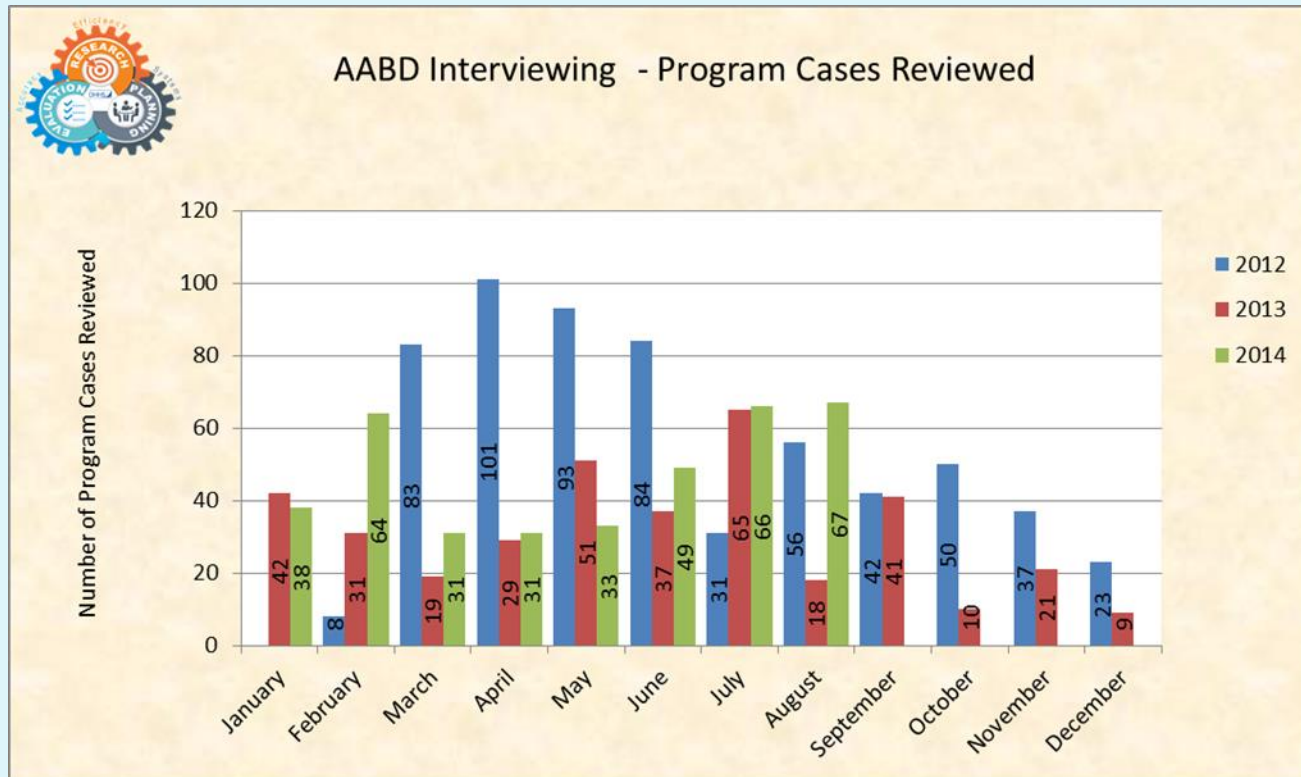
Processing

1. Earned Income: Removed Causal – Earned income incorrectly anticipated/prospected
2. Earned Income: Removed Causal – Verification of employment not received prior to processing
3. Unearned Income: Removed Causal – Child support incorrect/not allowed
4. Unearned Income: Removed Causal – VA/Other income incorrect/not allowed

Assistance to the Aged, Blind, or Disabled Payment Accuracy



Assistance to the Aged, Blind, or Disabled Payment: Interviewing Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Interviewing

Strengths/Accomplishments:

Captivate Video released:

1. How the Review the CQI Report:
8/4/2014

SCR:

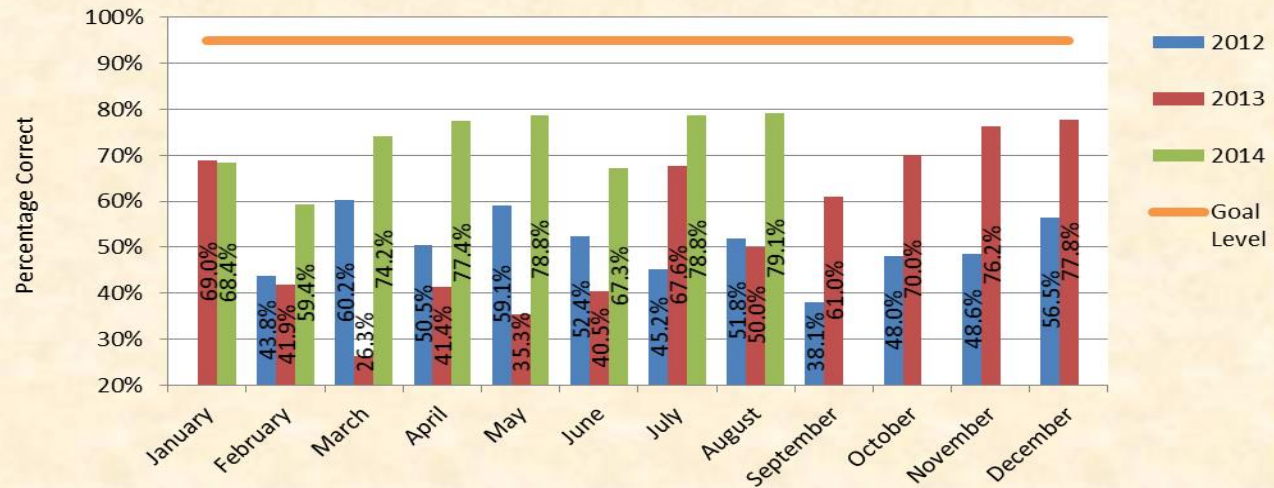
Action Items:

Barriers:

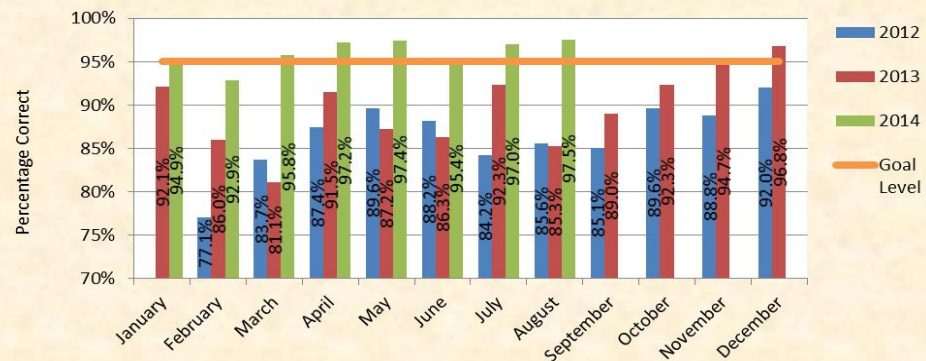
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



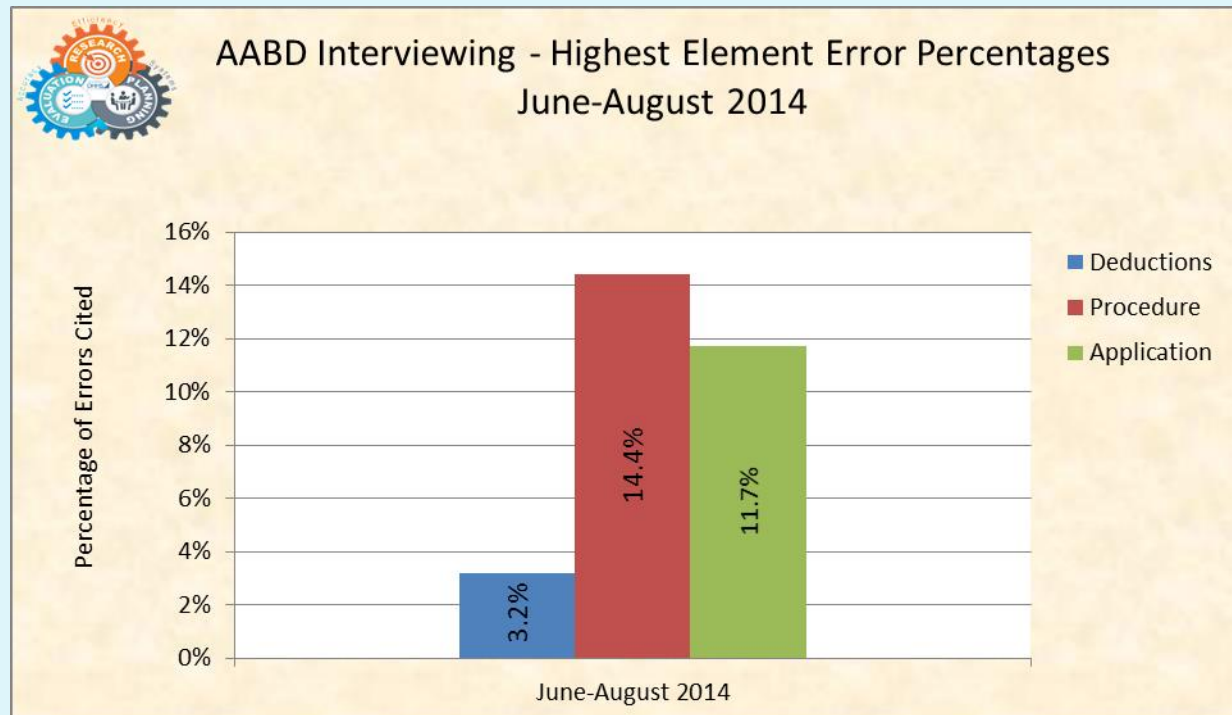
Internal Review - AABD Interviewing Overall Case Accuracy Comparison



Internal Review - AABD Interviewing Overall Element Accuracy Comparison

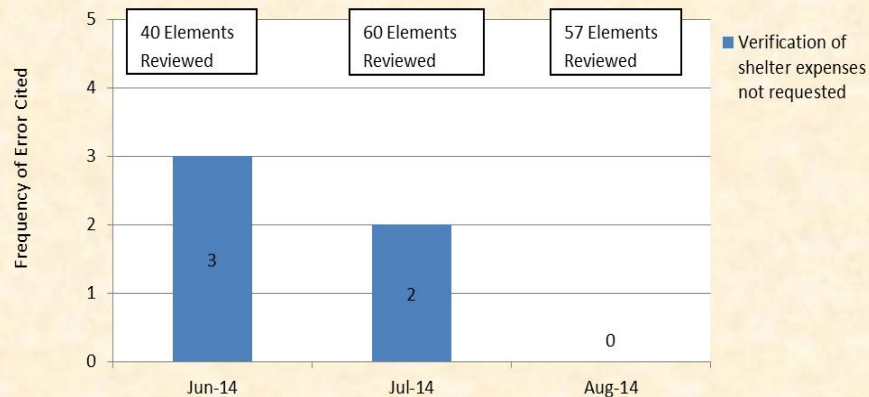


Assistance to the Aged, Blind, or Disabled Payment: Interviewing

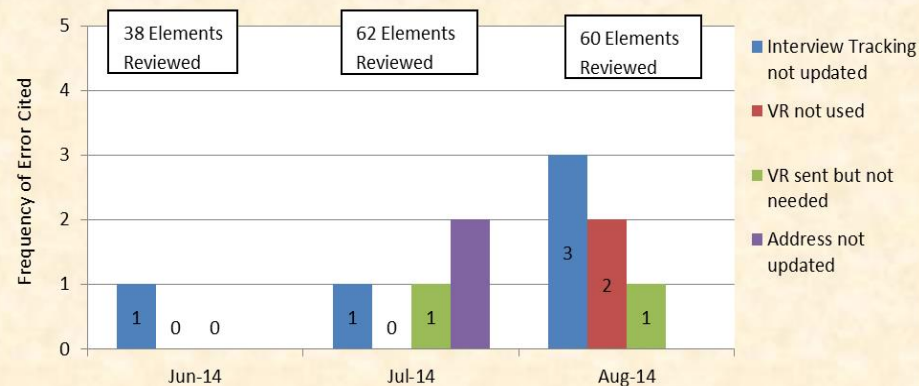


Assistance to the Aged, Blind, or Disabled Payment: Interviewing

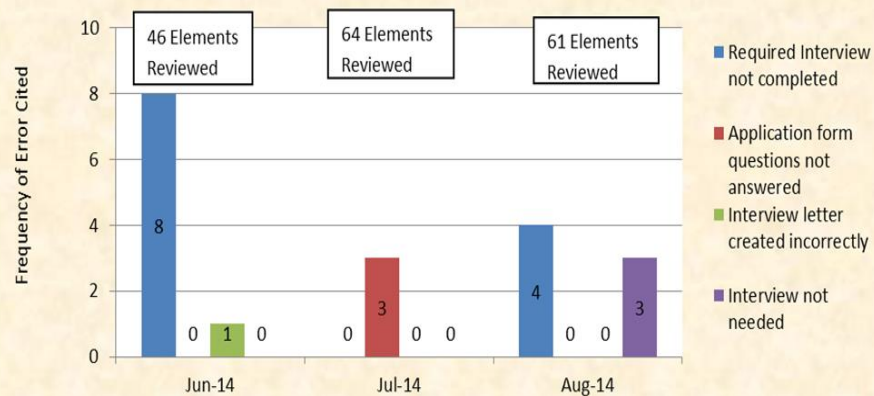
AABD Interviewing June-August 2014
Deductions - Most Frequent Causal Factors Cited



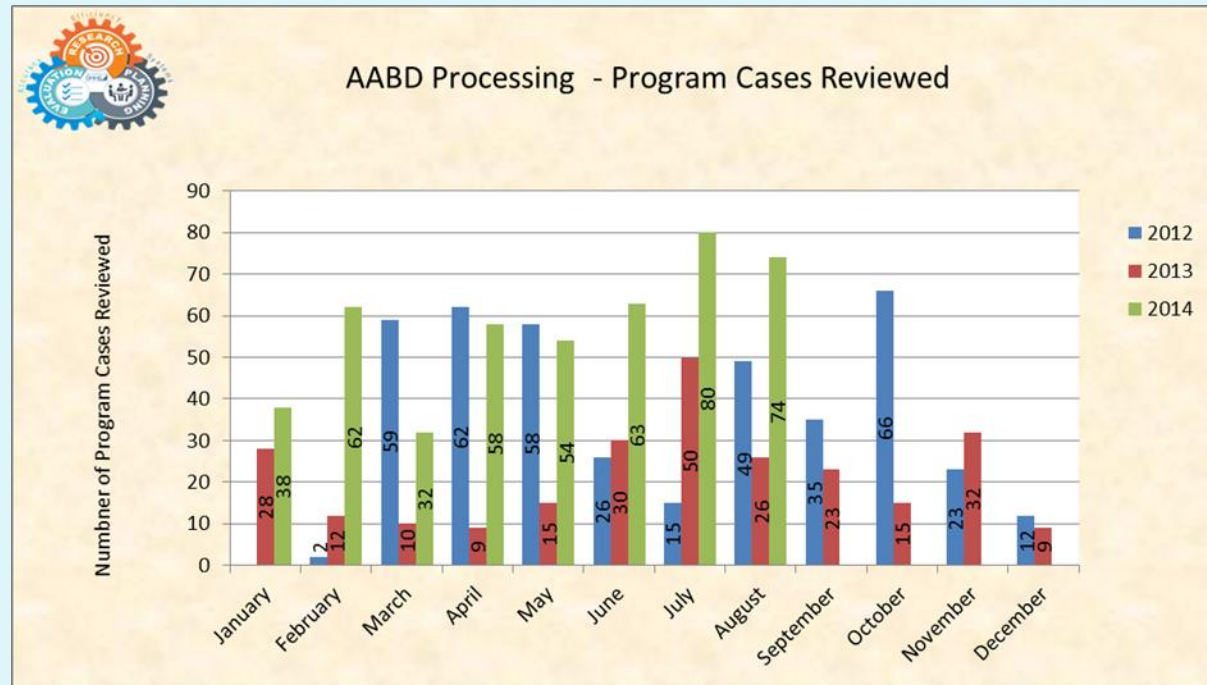
AABD Interviewing June-August 2014
Procedure - Most Frequent Causal Factors Cited



AABD Interviewing June-August 2014
Application - Most Frequent Causal Factors Cited



Assistance to the Aged, Blind, or Disabled Payment: Processing Program Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Processing

Strengths/Accomplishments:

R.E.P. Released:

1. End of Employment:
9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts:
8/18/2014

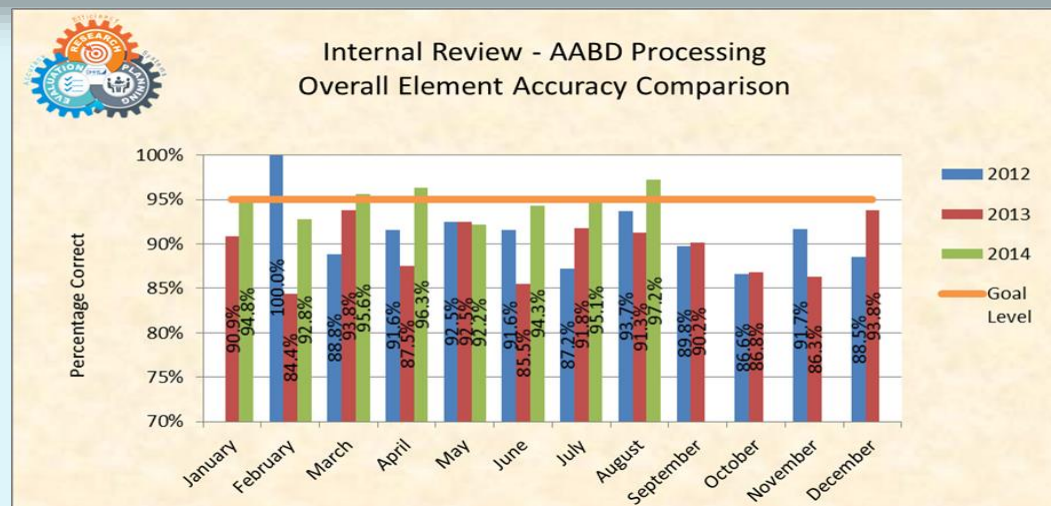
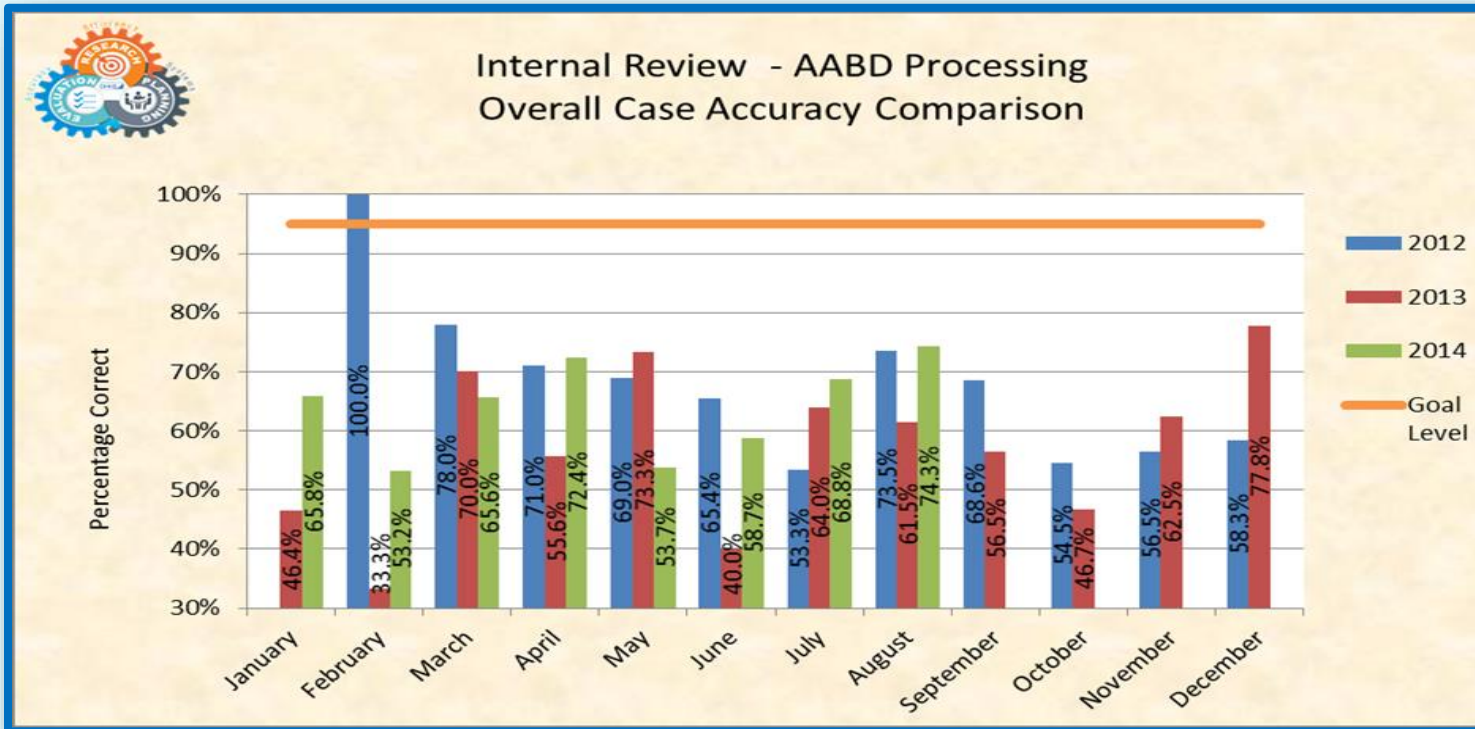
SCR:

1. SCR 14050 for November
allows budgeting for LPR
clients.

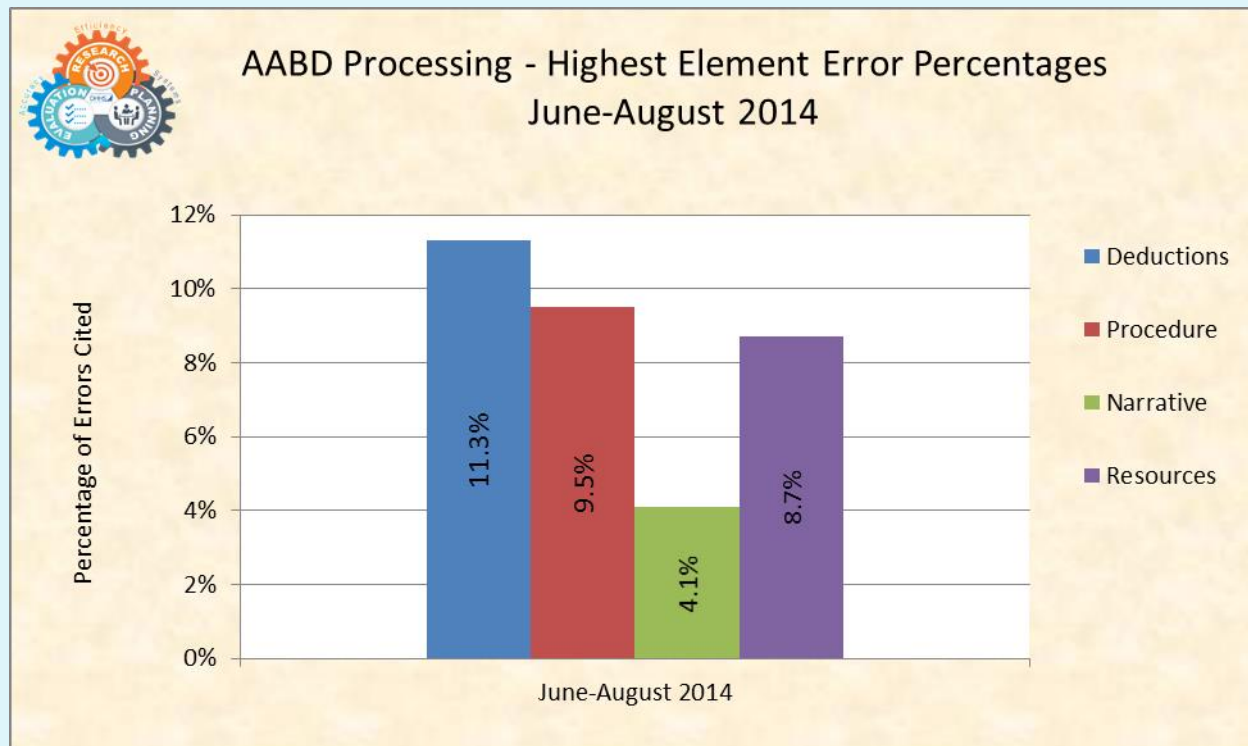
Action Items:

Barriers:

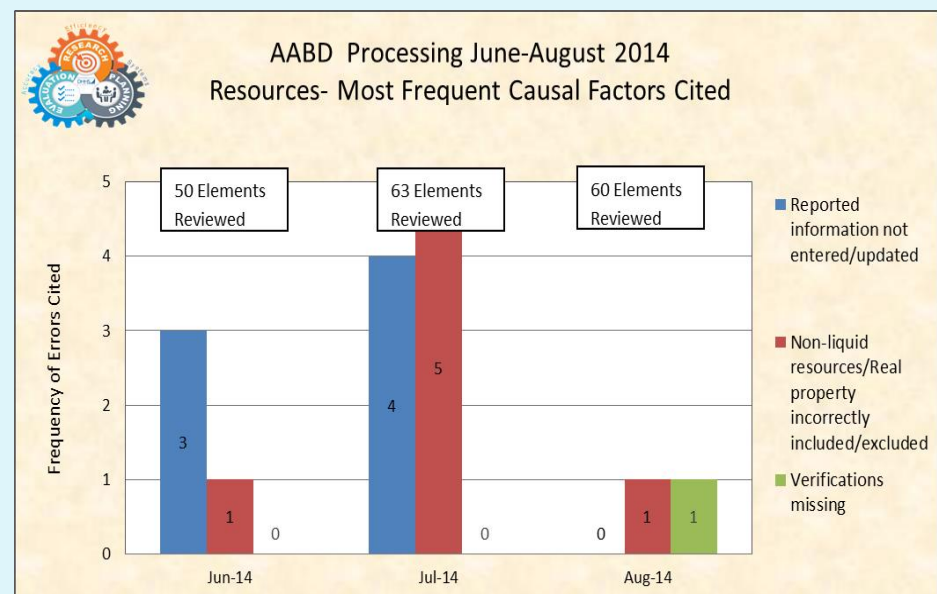
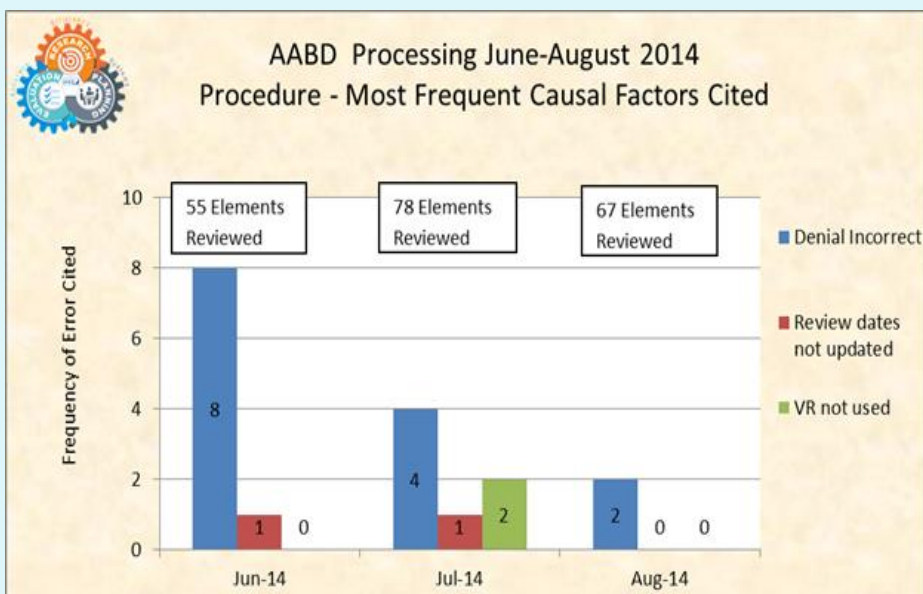
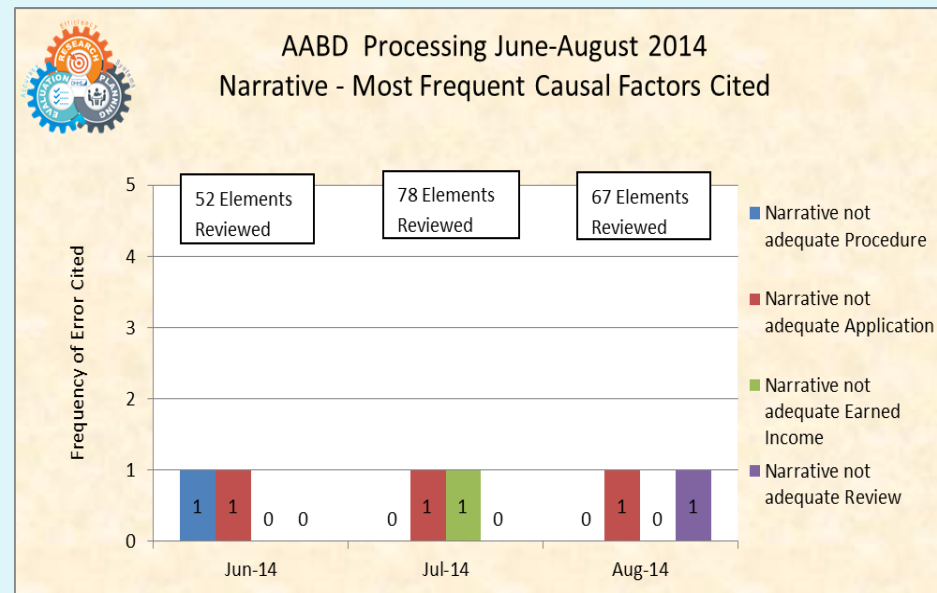
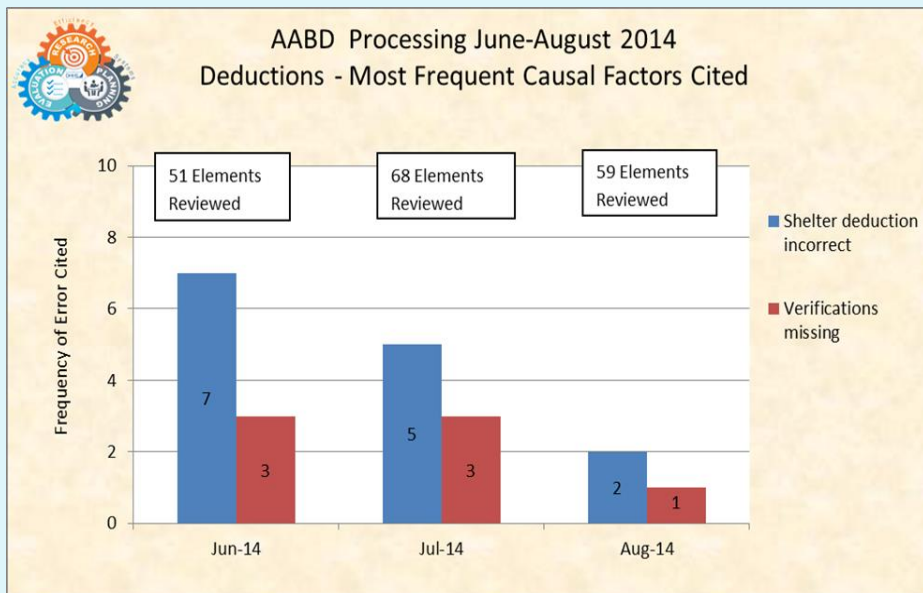
Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



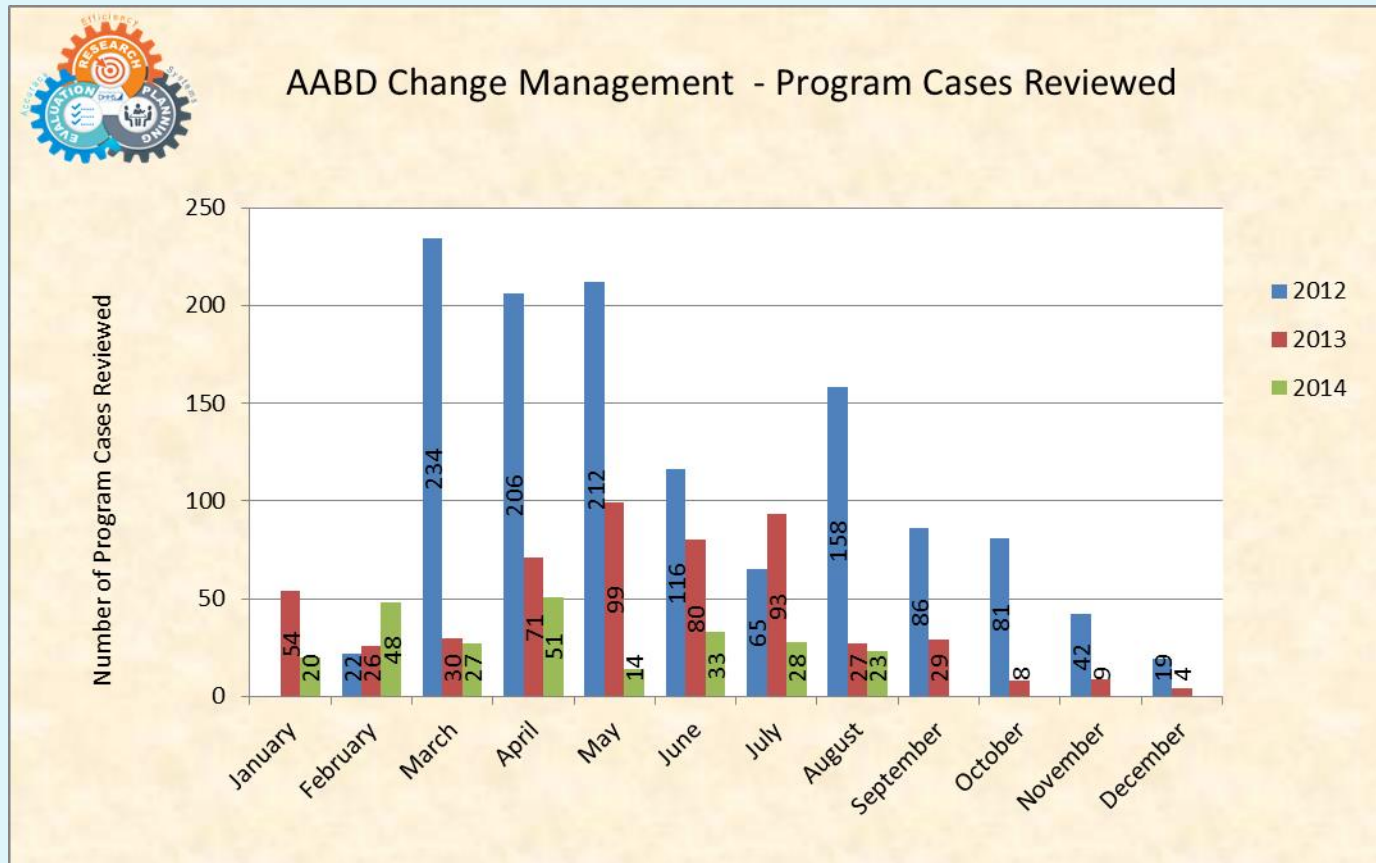
Assistance to the Aged, Blind, or Disabled Payment: Processing



Assistance to the Aged, Blind, or Disabled Payment: Processing



Assistance to the Aged, Blind, or Disabled Payment: Change Management Program Case Reads



Assistance to the Aged, Blind, or Disabled Payment: Change Management

Strengths/Accomplishments:

R.E.P. Released:

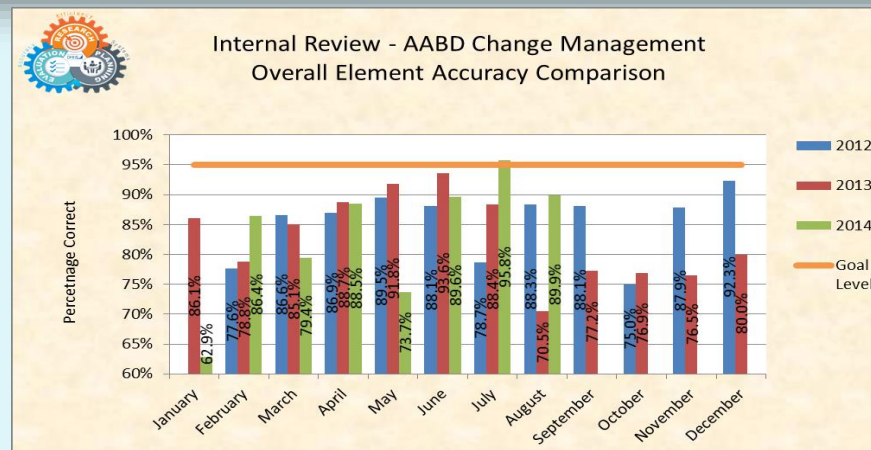
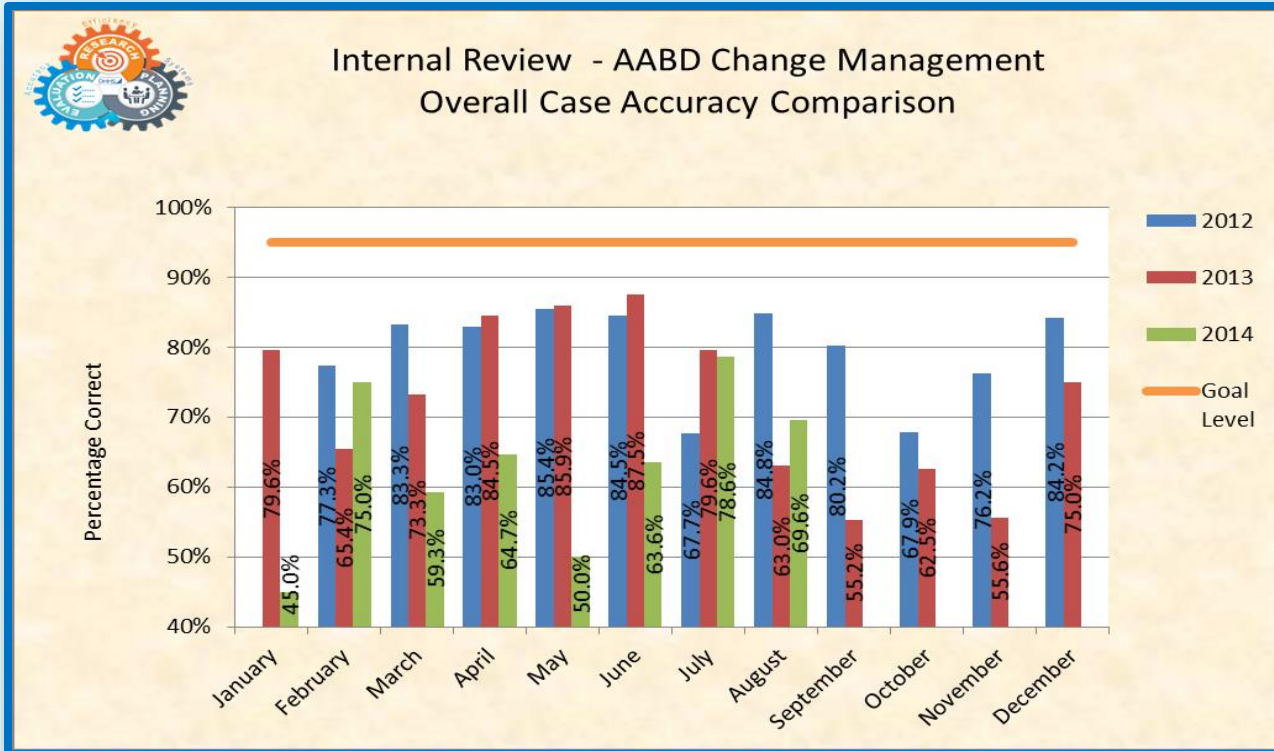
1. End of Employment: 9/2/2014
2. SAVE: 8/25/2014
3. Managing Alerts: 8/18/2014

SCR:

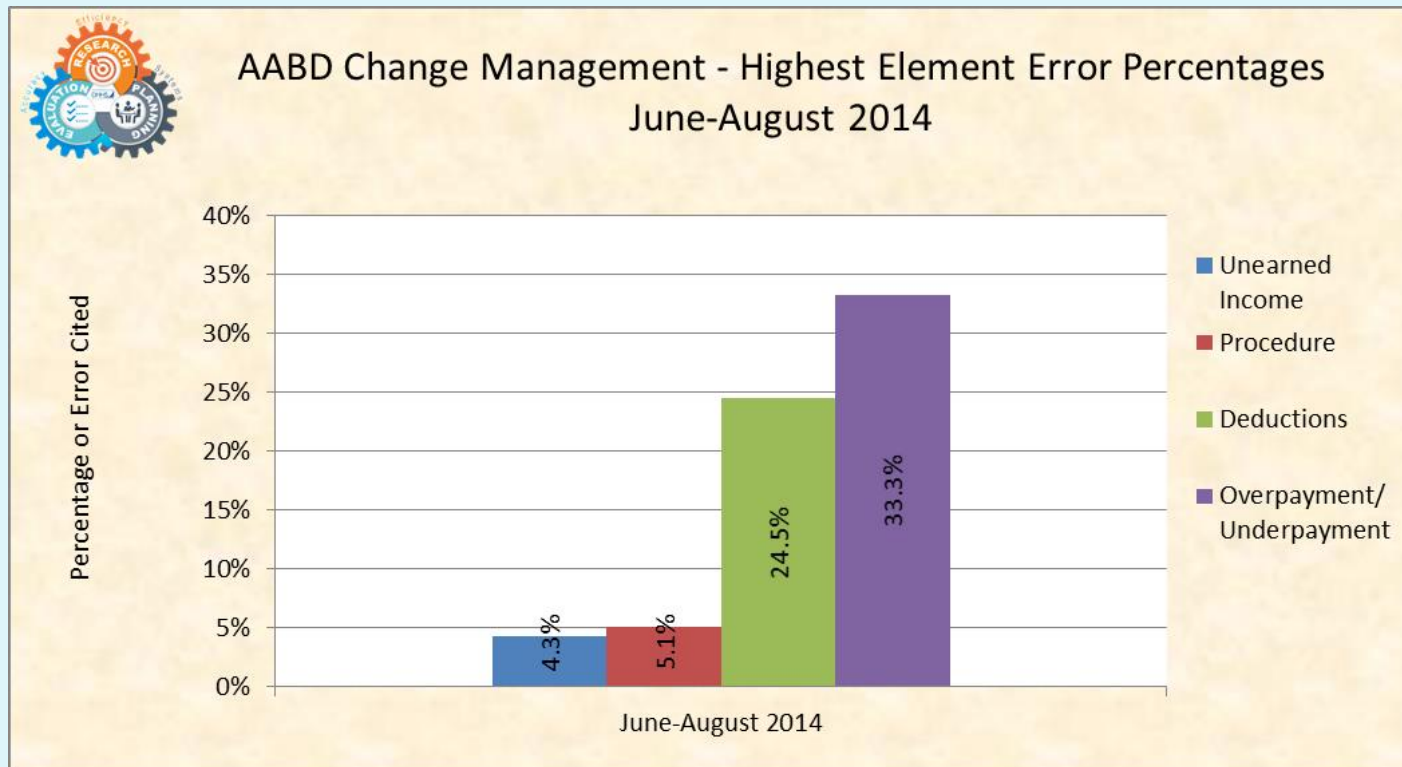
Action Items:

Barriers:

Goal Statement: The Aid to the Aged, Blind and Disabled Payment program will move towards the goal of 95% accuracy on actions taken on all Assistance to the Aged, Blind, or Disabled Payment household cases.



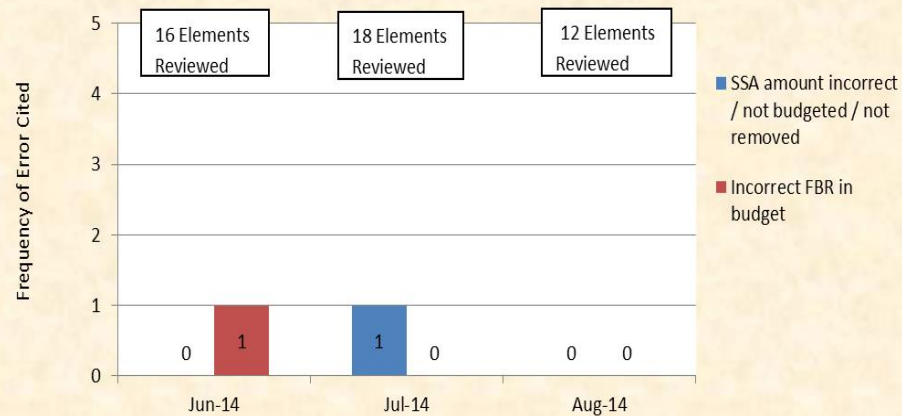
Assistance to the Aged, Blind, or Disabled Payment: Change Management



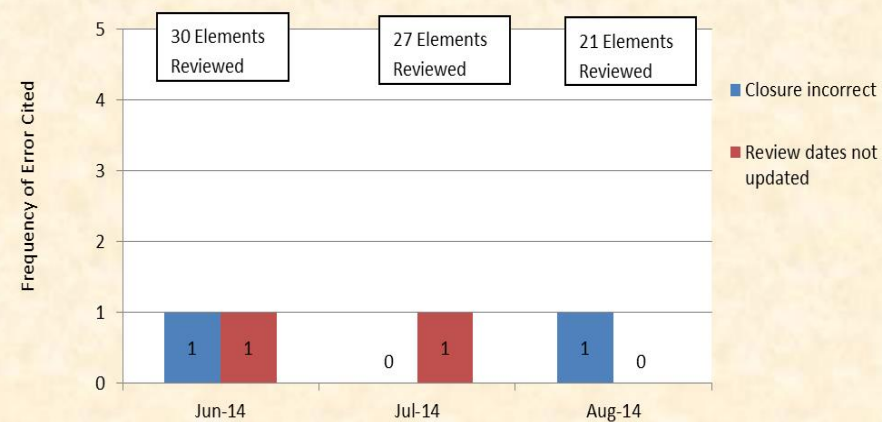
Assistance to the Aged, Blind, or Disabled Payment: Change Management



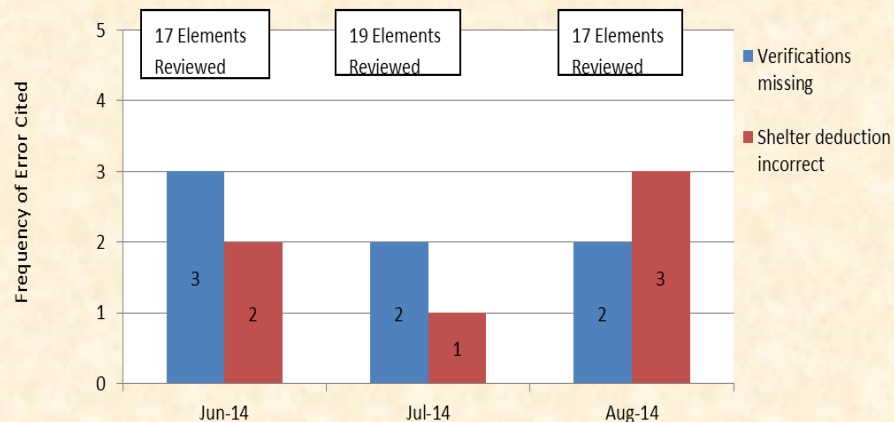
AABD Change Management June-August 2014
Unearned Income - Most Frequent Causal Factors Cited



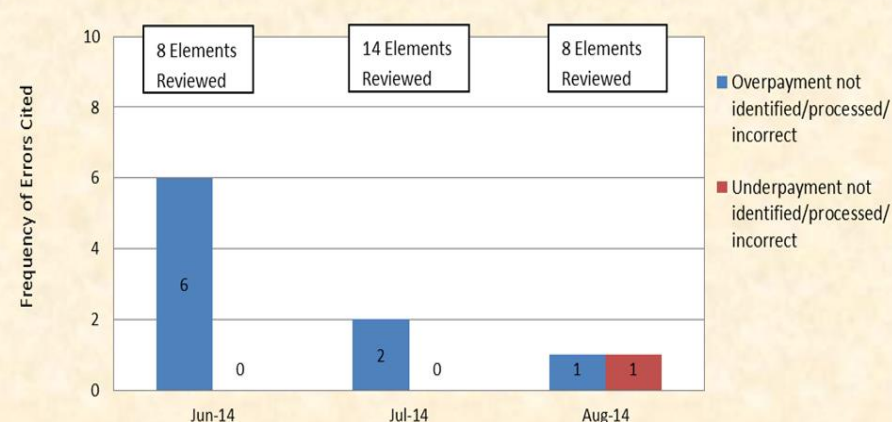
AABD Change Management June-August 2014
Procedure - Most Frequent Causal Factors Cited



AABD Change Management June-August 2014
Deductions - Most Frequent Causal Factors Cited



AABD Change Management June-August 2014
Overpayment/Underpayment - Most Frequent Causal Factors Cited

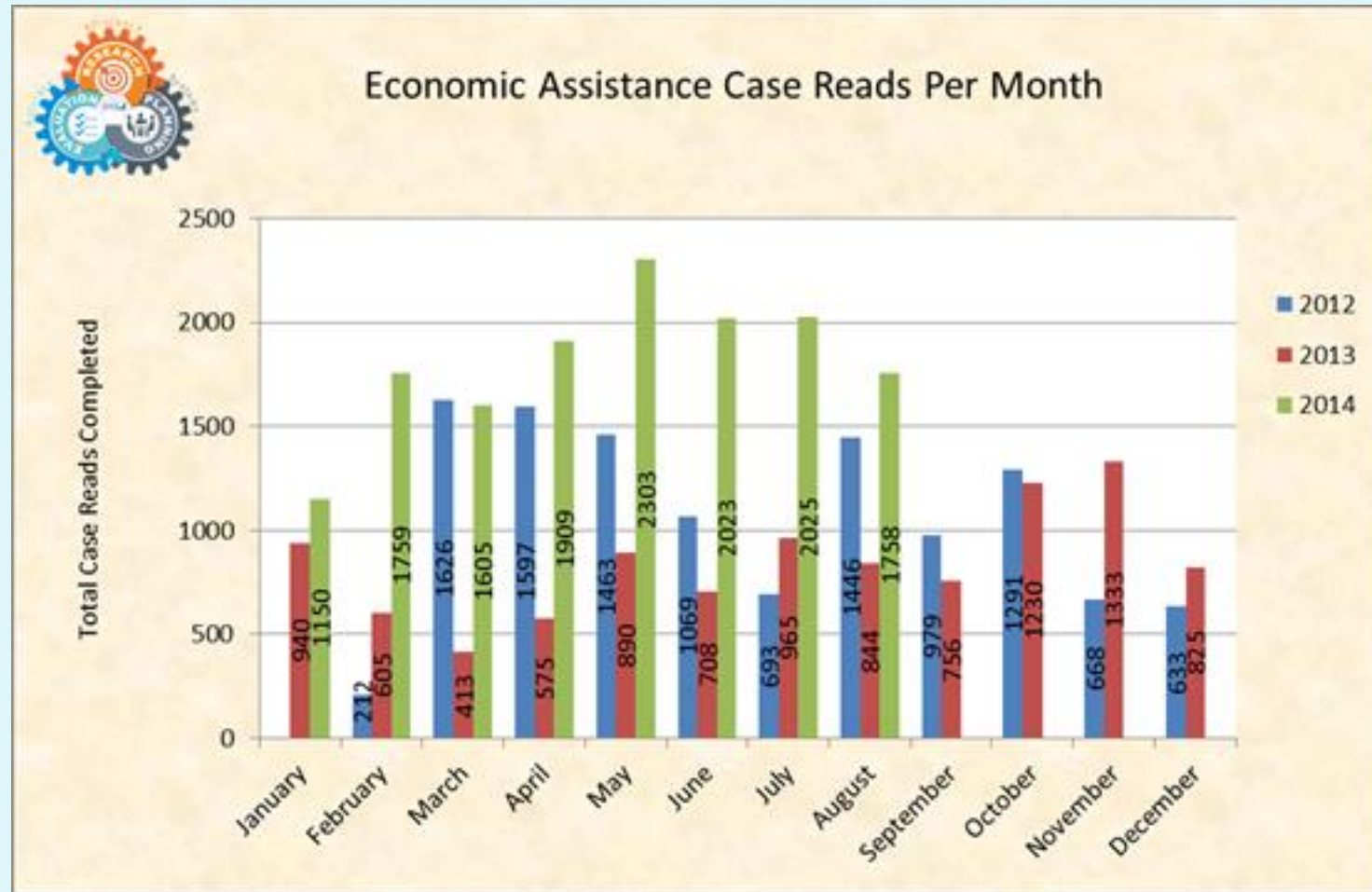


AABD Success Stories

Change Management

1. Procedure: Removed Causal – VR not used

Total Case Reviews Completed



CHAPTER 5: WORKFORCE STABILITY

Outcome Statement: Economic Assistance is well-qualified, trained, supervised and supported.

Goal Statement: Economic Assistance is well-qualified, trained, supervised and supported.

SSW + SSW/T Vacancy Rate

Strengths/Accomplishments:

Action Items:

Barriers:

Location of SSW + SSW/T	May 2014 as of 5/1/2014			June 2014 as of 6/2/2014			July 2014 as of 7/1/2014		
	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate	Vacant Positions	Total Positions	Vacancy Rate
Central Service Area EA	1	28	3.6%	1	28	3.6%	2	28	7.1%
Eastern Service Area EA	3	45	6.7%	2	45	4.4%	0	45	0.0%
Northern Service Area EA	2	23	8.7%	3	23	13.0%	4	23	17.4%
Southeast Service Area EA	1	33	3.0%	1	33	3.0%	2	33	6.1%
Western Service Area EA	0	20	0.0%	0	20	0.0%	0	20	0.0%
<i>Local Office Total</i>	7	149	4.7%	7	149	4.7%	8	149	5.4%
Fremont CSC	7	119	5.9%	3	119	2.5%	8	119	6.7%
Scottsbluff CSC	5	82	6.1%	4	82	4.9%	6	82	7.3%
<i>Customer Service Center Total</i>	12	201	6.0%	7	201	3.5%	14	201	7.0%
Total	19	350	5.4%	14	350	4.0%	22	350	6.3%

The above chart: Shows the percentage of vacancies throughout the service areas. These results are based on employees leaving DHHS, not leaving the state.